

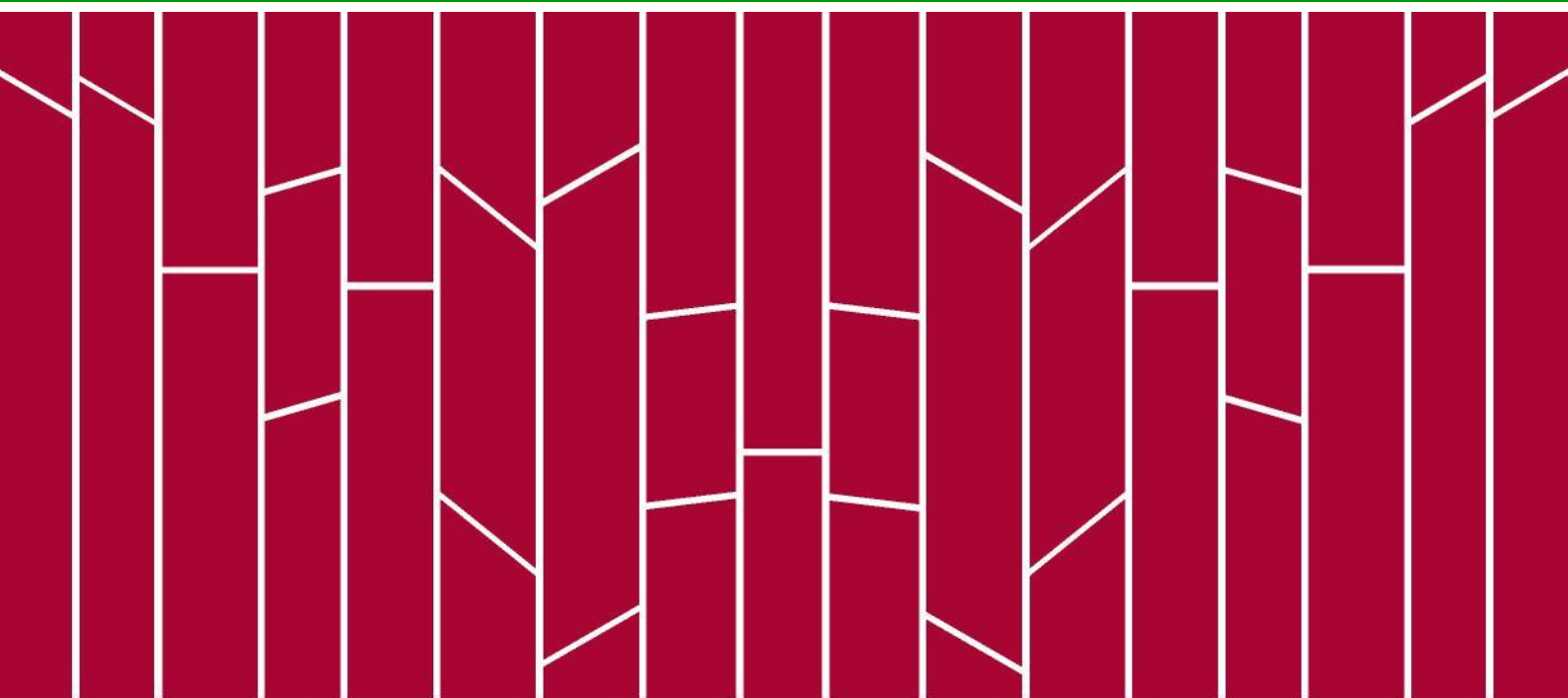
W O R E E   S T A T E   H I G H   S C H O O L



# STUDENT DEVICE RESOURCE SCHEME Handbook and Charter



**Year 7 – 10 Students 2024**





## Scheme Contacts

### Program Information

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### Finance Enquiries

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## Introduction

In 2023, Woree State High School introduced a Laptop Resource Scheme for students who are enrolled in laptop classes and are unable to purchase a laptop independently (BYOx).

The goal for the scheme is to provide technology options that are affordable to families while, at the same time, meeting the needs of our staff, students and school.

Laptops and Desktops are widely used in the school currently to assist in student learning. Our curriculum is fast moving to an E-Learning style and we wish to ensure the highest delivery options and service to our students. Online Learning environments are being established to offer access to learning 24/7, 365 days/year.

Environments emerging with anytime access include but are not limited to:

- QLearn (The department's new digital learning management system for student learning)
- OneDrive for Students
- Microsoft Class Teams
- Online Certificate classes
- ClickView Online
- Adobe Creative Cloud
- OneNote Classroom
- SharePoint Online (Woree SHS Student Homepage)
- Office 365 (Outlook emails, Word, Excel, Powerpoint, etc.)

## Rent to Buy Resource Scheme

In 2023 Woree SHS purchased a limited number of laptop devices to offer under the Rent to Buy Resource Scheme. Participating students will receive a new laptop, damage protection and laptop bag. Payment schedule is designed to be affordable to parents and caregivers with repayments scheduled over a three-year period. Upon full payment, the device ownership will be transferred over to the Student.

### Participation Fees for 2024-2026

All prices are exclusive of GST

| Resource                     | Total Cost      |
|------------------------------|-----------------|
| Laptop                       | \$500.00        |
| Accidental Damage protection | \$186.00        |
| Laptop Bag                   | \$27.00         |
| Technical Support            | \$120.00        |
| Administration Fee           | \$25.00         |
| <b>TOTAL COST</b>            | <b>\$858.00</b> |

### Payment Schedule

| Invoice Date                 | Due Date             | Amount Payable |
|------------------------------|----------------------|----------------|
| Upon acceptance of agreement | 30 days from Invoice | \$172.00       |
| September 2024               | 30 days from Invoice | \$257.00       |
| January 2025                 | 30 days from Invoice | \$257.00       |
| January 2026                 | 30 days from Invoice | \$172.00       |

- Payment plans can be arranged via Accounts Receivable Officer to accommodate regular weekly/fortnightly/monthly payments to assist Parents and caregivers.
- The laptop is to be handed in following final classes in November 2026 where the ICT Department will restore to factory state and transfer ownership. If student still requires access to the school network, the ICT Department can connect the laptop to the BYOx network.


### Device Ownership

The school purchases the device for the sole use of the student. The school however remains the owner. By the school retaining ownership, we are legally allowed to install school software, including the operating system, as well as to manage any warranty and ADP claims. This arrangement is formalized with all parties (parents, students and school) agreeing to a Charter Acceptance.

### During the lifetime of the agreement the school retains ownership of the device.

School ownership has several benefits, the school can:

- install and maintain the operating system.
- install and maintain antivirus software.
- provide internet filtering at school and at home.
- install and maintain all software required for school work (other than software provided in dedicated computer laboratories).
- provide full, secure and reliable student access to the school network and internet.
- provide full technical support through our school ICT Service Desk.
- provide access to Hot-Swap laptops if the device needs repair.
- have Computrace anti-theft software installed on the device.
- have 'lemon clause' protections.
- manage all matters relating to device warranty.
- provide an Accidental Damage Protection (ADP) policy.
- manage all matters relating to a claim made under the ADP policy.



At the end of the loan period, all devices are returned to the school and will be removed from the school network. The devices will have all licensed software and data removed and will be restored to their original factory state. At this time Woree SHS will tender the device to the Student for an administration fee of \$25 (included in fee schedule) for OEM software to be reinstalled and warranty transfer completed. Based on current DET Policy.

If the student completes their schooling or transfers from the school before the end of the 3 Yr scheme (ie: moves to another school, interstate or overseas), the device must be returned to the school. If the device is not returned, it will be deemed lost or stolen and the school will follow DET procedures, which will include a Police Report and Statutory Declaration along with the activation of Computrace® anti-theft device tracking. On return to the school, a pro-rata arrangement will then be made to purchase the laptop including the \$25 fee to apply OEM Windows to the device, based on DET Policy.

It is also a requirement of using the device that students immediately provide authorized school staff with access to the device and personal holdings associated with the use of the device if requested. This includes any device that was or has been attached or used with the computer from the time the assigned user received the device, ie: USB storage device etc.

**The device is not to leave the country, and if travelling interstate, we would prefer you avoid taking the device with you before discussing the requirement to do so, for ADP and tracing requirements.**

## Temporary Loan Resource Scheme

Woree SHS has refurbished and reconditioned a limited number of pre-used Laptop devices to be available to students for temporary loan for a maximum period of 4 Terms within the school year.

Students of Parents/Caregivers deemed experiencing financial hardship are eligible to access the Temporary Loan Scheme.

Approval for access to this scheme will be determined by the Principal in line with current DET Financial Hardship Policies.

### Participation Fees

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

| Dell Laptop item  | Cost per student per term | Cost per student per year |
|-------------------|---------------------------|---------------------------|
| Device allocation | \$40.00                   | \$160.00                  |
| Technical support | \$10.00                   | \$40.00                   |
| Total:            | \$50.00                   | \$200.00                  |

| Laptop item   | Annual cost per student |
|---|-------------------------|
| Laptop  | Included                |
| School-operated student help desk   | Included                |
| Protective case   | Included                |
| Theft protection software   | Included                |
| Internet filtering  | Included                |
| Windows 10 operating system   | Included                |
| Microsoft Office software suite   | Included                |
| Antivirus software  | Included                |
| Subject required educational software provided by Education Queensland (excluding Adobe CC) | Included                |

### Payment Schedule

| Invoice Date                                      | Due Date             | Amount Payable |
|---|----------------------|----------------|
| Upon acceptance of agreement                      | 30 days from Invoice | \$50.00        |
| 2 <sup>nd</sup> consecutive term - week 1 of term | 30 days from Invoice | \$50.00        |
| 3 <sup>rd</sup> consecutive term - week 1 of term | 30 days from Invoice | \$50.00        |
| 4 <sup>th</sup> consecutive term - week 1 of term | 30 days from Invoice | \$50.00        |

- Payment plans can be arranged to accommodate regular weekly/fortnightly/monthly payments to assist parents and caregivers.
- The laptop is to be handed in following final classes of term at end of loan agreement to ICT in C Block.



## **Day Loan Resource Scheme**

Woree SHS has refurbished and reconditioned a limited number of pre-used Laptop devices to be available to students for temporary day loans where a student entered into the Student Laptop Resource Scheme requires a temporary device.

Day Loan devices are to be returned no later than 3:30pm of the allocated day.

### **Participation Fees**

There are no participation fees associated with the Day Loan Resource Scheme as service is offered to students already covered by either the Rent to buy or Temporary Loan Scheme participation fees.



# Student Laptop Resource Scheme Charter

## All school laptops under the Student Laptop Resource Scheme include:

- ✓ Technician support on site during school days 7.30 am – 4.00 pm
- ✓ Protective case
- ✓ Warranty & Accident damage protection
- ✓ Computrace - Theft protection software
- ✓ Mandatory Blue Coat Internet filtering while on and off school site
- ✓ Cybersafety Button
- ✓ MOE 5.0 Win 10 (Education Queensland Managed Operating Environment)
- ✓ Microsoft Office software suite 2019
- ✓ Windows Antivirus software
- ✓ School supplied software licenses (general)
- ✓ Hot swap scheme to provide temporary replacement of devices while in for maintenance or repair where devices are available
- ✓ External Vendor Technicians repair laptops onsite at Woree SHS

## Laptop Guidelines

***If you are unsure about the best way to do something, or the correct way to manage your Laptop, then ask a Teacher or the School's ICT Department located in C Block and the Library.***

- Although your laptop is owned by Woree State High School, it is your responsibility while on loan for the duration of the Laptop Scheme.
- Please treat it with great care.
- Follow the Student Responsibility Agreement at all times and in all locations, inside or outside the School.
- Remember that you are not to lend your laptop to anyone.
- Back up your data. At least once a week, you should copy your important work (School work) to your OneDrive space. In addition, you may use a USB flash drive to back up, but they can also be unreliable.
- At times it will be necessary for the School's Systems Administrator to send announcements to all laptop users. Keep up to date with all messages sent to your MIS email address and student notices.

## **Important Note: Resource Scheme payments (Rent to Buy Scheme and Temporary Rent Scheme)**

All payments related to students schooling, including other Resource Payments, Excursions, Sports etc, must remain up to date or on payment plans to be able to keep the issued laptop.

Parents/Caregivers and Students will need to sign the agreement and if payments lapse, following a reminder letter, the laptop can at any time be requested to be handed back until outstanding payments are again up to date.

Accounts will be checked toward the end of each year and if accounts have outstanding large amounts, we will ask that the laptop be handed in over the End of Year holidays for collection again the following year when accounts are no longer outstanding.

## **Device care**

The student is responsible for taking care of and securing the device and accessories in accordance with school policy and guidelines.

It is expected that students will have their laptops with them at all times except under special circumstances.

Students are to always carry the laptop in the supplied protective bag. ADP may not be accepted if the provided protected case is not being used appropriately. The full cost of repairs if damaged outside of the case may apply.

All reasonable precautions should be made to ensure that the laptop is not lost, stolen or damaged.



## Data security and backups

- Students must understand the importance of backing up data securely. Should a hardware or software fault develop, assignment work that has taken a considerable time to prepare may be lost.
- The student is responsible for the backup of all data. While at school, students are able to save data to the school's network which is safeguarded by a scheduled backup solution. They are also able to save data locally to the device for use away from the school network. The backup of this data is the responsibility of the student and should be backed-up regularly, preferably to OneDrive which is the recommended option, a portable hard drive or USB stick which can be less reliable.
- Students should also be aware that, in the event that any repairs need to be carried out, the contents of the device may be deleted and the storage media reformatted, thus the importance of backup.
- When in class, students should screen lock their laptop computer whenever they are away from the device for any period of time.
  - This is done by pressing the Windows (⊞) key + L
- To unlock – press CTRL + ALT + DEL simultaneously, then enter student's password in the password field and press ENTER.
- Students should regularly restart their computers whilst at school to ensure that their machine engages with any new updates that are remotely deployed from the school network. It is recommended that this is done once a week.
- If the laptop appears to have software issues, the student should attach to a network cable available in the library, restart their device and check for further issues, before speaking to technicians.

## Passwords

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

## Logging on to the laptop

- Use your MIS username: yname333 (example only)
- A default password can be provided to you on collection of your laptop.
- You will be forced to change your password on your first logon. The password should be at least 8 characters long, with the following: capital letter, a number and a symbol.

## Usage

- Don't use your device on soft surfaces (e.g. sofa, bed or carpet) as this can restrict airflow which may cause overheating and fires.
- Avoid dropping or bumping your device.
- Don't get the device wet, even though they will dry and appear to operate normally, the circuitry could slowly corrode and pose a safety hazard to all users.
- Follow all instructions given by staff.
- Login correctly and logoff when finished.
- Always shut down computers through the 'Start – Shutdown' procedures.
- Always package, carry and store technology devices in the provided carry case for transporting.
- When storing your laptop and case in your school bag, avoid over filling it as too much pressure can cause damage to the device screen.
- Graffiti or adhesive stickers are not allowed on school devices or carry cases.
- Don't place objects on top of your laptop and never carry it around while it is turned on.
- Avoid exposing your device to direct sunlight or sources of heat such as desk lamps; try to avoid dust, dirt, rain, liquids or moisture; heavy shock and vibration.

- When there appears to be a physical/hardware issue with your Laptop, do not try to fix it. Instead take it to the ICT Support Window in C Block as soon as possible.
- If you are having software issues, you may try to fix them, but do not spend considerable time with it. Take it to the ICT Support Window as soon as possible.

### Handling your Laptop

- 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.
- 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, as this is also a safety hazard and can cause a fire.
- Laptops, when not in use, **MUST** be stored in the provided carry case; this is especially important when the laptop is being carried around. Technical support staff will not assist students with issues unless the laptop is presented with its case and **ADP may be denied if damaged**.

### Keyboard

- Gently brush your keyboard with a dry, 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 the ICT Support window to be repaired immediately.
- If damage to keyboard is due to food or liquid between keys, ADP claims may be denied.

### Care of Laptop Carry Case

- The carry case should be fully zipped up before being carried
- The carry case should be fully unzipped before removing the laptop to avoid non-warranty bag damage.
  - NOTE: Carrying your laptop incorrectly is considered negligent and negates your Accidental Damage Protection, if damage occurs when not in case provided **ADP may be denied**.
- To clean the case - Take a non-abrasive cloth and spray a glass cleaner (or similar) on to cloth to moisten. Do not spray directly onto the laptop or the laptop case. Gently rub your laptop casing with the moistened cloth to remove any dirty marks.
  - NOTE: Some cleaning agents can corrode laptops over a period of time, so ensure you read the directions of the cleaning agent.

### LCD screen

- LCD screens are delicate – Do not poke, prod, push or slam them. Never pick up your Laptop by its screen. Don't close the screen with force. 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 an LCD cleaner, and gently wipe screen in a circular motion. (There should be hardly any LCD cleaner in the cloth when applying to the screen).
  - Do not directly apply water or cleaner to the screen.
- Avoid applying pressure to the screen.

### AC adapter

- Laptops should come to school fully charged. If you require charging at school, please visit the library where there are charging stations for you to use. If there appears to be charging problems, again see the technicians promptly.
- Connect your charging adapter to your device and only your device. (Do not use the adapter on any other device at home or school).
- 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.

- Do not wrap your cord tightly around the adapter box.
  - NOTE: If your adapter is lost or damaged you will be charged \$50 for a replacement as it is not covered by insurance.

## Cyber Safety

At any time, if a student believes they have received a computer virus or spam (unsolicited email), or they have received a message that is inappropriate or makes them feel uncomfortable, they must inform their teacher, parent and/or caregiver as soon as possible.

Students must seek advice if another user seeks personal information, asks to be telephoned, offers gifts or asks to meet a student.

Students are encouraged to explore and use [the 'Cybersafety Help button'](#) to talk, report and learn about a range of cybersafety issues.



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 or other devices.
- 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.

Parents, caregivers and students are encouraged to visit the eSafety website - <https://esafety.gov.au>

## 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.


## Blue Coat Web filtering

An internet filtering solution known as Bluecoat provides DET with the ability to restrict access to inappropriate material on DET's ICT network. Content filtering is active 100% of the time on the Computer for Student (CFS) devices. The filtering system is installed on each device, and will work regardless of whether the device is connected to a school, home or other network.

To help keep students safe when using the DET network, DET imposes a 'high' level of internet access filtering. A 'high' level provides a greater level of protection and therefore a high level of restriction. Sites that are blocked under a high level of internet access include:

- Social networking sites such as Facebook
- Open/Mixed Content such as YouTube
- Language translation sites
- Internet telephony sites such as Skype
- Alternative sexuality/lifestyles
- Intimate apparel/swimsuit

Parents, in partnership with the school, may choose to allow students a 'medium' version of web filtering when working on a non-departmental network, such as a home wireless. The medium level filter provides a



more relaxed level of protection for students. Students are able to access all of the types of sites listed above. It is important to remember filtering systems are not foolproof and do not replace the need for parental supervision when students are online.

### **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.

### **Misuse and breaches of acceptable usage**

Students should be aware that they are held responsible for their actions while using the internet and online communication services. Students will be held responsible for any breaches caused by other person(s) knowingly using their account to access internet or online communication services.

The misuse of internet and online communication services may result in disciplinary action which includes, but is not limited to, the withdrawal of access to services.

### **Software**

The software loaded on the device is licensed to the DET or the school. The parent or caregiver must ensure that the software is not copied, deleted or transferred. Unauthorised use may breach copyright laws and the parent or caregiver may be held liable for any damages incurred.

Students may have the ability to install additional software onto the laptop. However, only licensed software can be installed. The student must hold a valid license for any software installed and the license must be appropriate for installation on the laptop. Devices may be audited by a school, requiring students to present a valid software license for any personal software installed. Devices may be re-imaged at any time for numerous reasons without consultation with students or parents and all local data may be lost in this process.

### **Elevated access**

Devices may have elevated permissions which would provide the ability to complete tasks such as installing home items including home printers, cameras and/or licensed software. This access may allow further permissions above and beyond those available on other MOE-built workstations and devices.

Students should not misuse these privileges. The misuse of this access may result in disciplinary action which includes, but is not limited to, the withdrawal of access to services.

The school will manage the provision of elevated access and may require a parent/caregiver to approve, using the **Acceptance of Charter** form.

### **Monitoring and reporting**

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

All material on the device is subject to audit by authorised school staff. If at any stage there is a police request, DET may be required to provide the authorities with access to the device and personal holdings associated with its use, this includes any device that was or has been attached or used with the computer from the time the assigned user received the device ie: USB Storage devices.

### **Students' reporting requirements**

Students are required to report any internet site accessed that is considered inappropriate.

Any suspected security breach involving students, users from other schools, or from outside the Queensland DET must also be reported to the school.

## Acceptable computer and internet use

Upon enrolment in a Queensland Government school, parental or caregiver permission is sought to give the student(s) access to the internet, based upon the policy contained within <https://ppr.qed.qld.gov.au/attachment/use-of-ict-systems-procedure.pdf>

This policy also forms part of this Student Device Resource Scheme Handbook and Charter. The acceptable-use conditions apply to the use of the device and internet both on and off the school grounds.

There are a few conditions that students should adhere to. Students should not:

- create, participate in or circulate content that attempts to undermine, hack into and/or bypass the hardware and/or software security mechanisms that are in place
- disable settings for virus protection, spam and/or internet filtering that have been applied as part of the school standard
- use unauthorised schemes and intentionally download unauthorised software, graphics or music
- intentionally damage or disable computers, computer systems or Queensland DET networks
- use the device for unauthorised commercial activities, political lobbying, online gambling or any unlawful purpose.

Note: Students' use of internet and online communication services may be audited at the request of appropriate authorities for investigative purposes surrounding inappropriate use.

## Theft and loss

If the device is stolen outside the school, the parent/caregiver will need to report the incident to the police and ensure they have the following documentation when informing the school:

- Police crime number (QP Number); and
- Statutory declaration (usually completed with the police).

On receipt of the necessary documentation, DET will initiate recovery procedures via the inbuilt theft protection software, Computrace®.

Should a device be unrecoverable – whether lost or stolen, the cost of replacement is as follows -

|                             |
|-----------------------------|
| <b>Unrecoverable Device</b> |
| Full cost of replacement    |

**NOTE:** Parents are advised to contact their own home and contents insurance for information about claiming this cost.

## Accidental damage

Where a laptop is accidentally damaged and damage is not covered by Accidental Damage Insurance, schools will invoice a student's parents according to the following sliding scale:

- First incident: \$50
- Second incident: \$100 and device will not be reissued.

## Wilful, malicious, and damage caused by misuse.

If damage to the laptop is identified as being wilful or malicious the student will forfeit the privilege of being entitled to a laptop at Woree State High School.

Where damage to a device is deemed wilful or malicious, the following costs apply:

- **Minor Repair:**
  - Includes any one (1) component, excluding repair or replacement of LCD screen or motherboard: \$150.
  - If two (2) or more components require replacement then this would be deemed a 'Major' repair and will cost \$200.

- **Major Repair:**

- Repair, including repair or replacement of LCD screen: \$200.

*NB: Where a school determines that damage has been intentionally caused to a device, the full cost or replacement of the device may be charged. This is a school managed process.*

## Student Responsibility Agreement

Woree State High School maintains a strong focus on embedding digital learning into the curriculum.

Having access to such technologies brings with it certain responsibilities – both ethical and legal. The smooth operation of the school computer network relies on the proper conduct of the users who must adhere to the following agreement:

As a responsible user I agree that:

- I will login into the school network, or any other digital device, using only my username and password.
- Login passwords must be kept confidential at all times.
- I will lock my device whenever I move away from it.
- My Education Queensland email account is the only permissible email account I can access within the school.
- I will only use digital learning technologies (including the internet and emails) for learning related activities
- Illegal software, games or inappropriate content are not to be accessed, downloaded, stored, emailed or saved on your laptop or USB storage devices.
- I adhere to the laws concerning copyright and other intellectual property rights, and will acknowledge the owners of copyright works.
- I will not retrieve, view, post, store or distribute any material that is sexually explicit, obscene, violent or offensive via my school's email account, network or other hardware.
- I will not use digital technologies to harass or bully others.
- I will not attempt to circumvent the network or internet security.
- I will take care in not revealing personal contact details, including my own over the internet.
- I will not knowingly introduce a virus onto the device or school network.
- I will charge my laptop fully each evening in preparation for the next school day, therefore not have the need to bring my charger to school.
- I will regularly back-up my device and personal data on the network, preferably on OneDrive storage space, a USB or portable device and understand that it is my responsibility to have a backup completed before visiting the ICT room with any issues to do with my device or network account.
- I will promptly report to staff any inappropriate material that is accidentally accessed.
- I will promptly report any damage to any hardware or software to the Systems Administrator in the Library.
- I will not deface my laptop or case with stickers or graffiti.
- I will carry my laptop in the supplied protective carry case at all times. ADP may not be accepted if provided protective case is not used. The full cost of repairs if damaged outside of the case may apply.
- I will keep the laptop with me at all times or stored in a safe place when not in use.
- I will take all reasonable precautions to ensure that my laptop is not lost, stolen or damaged.
- My parents/caregivers will be aware of and monitor my use of digital technology and the internet at home as they see appropriate.



“ Accept the opportunity of a lifetime at a great Cairns school where every student counts ”

**Principal** Ms Kathryn Todd

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