



BRACKEN RIDGE
STATE HIGH SCHOOL

Student Laptop Resource Scheme

Year 7 – 2022

Take-Home Handbook and Charter



Program Contacts

Program Information

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BRACKEN RIDGE
STATE HIGH SCHOOL

Introduction

For the past 3 years the scheme has been running successfully with 98% take-up of families purchasing the laptops for student take-home and classroom use. Feedback from Teachers, Parents/Caregivers and Students for the last 3 years of rollout has been positive.

Students and parents/caregivers are asked to lend their continued support to this very valuable and innovative scheme for **Year 7 intakes in 2022**. Strong support from parents and caregivers is paramount to ensure the scheme is successful and that students gain the maximum benefit.

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/yr.
- Environments emerging with anytime access include but are not limited to –
 - Blackboard E-Learning
 - ClickView Online
 - Adobe products
 - OneNote Classroom
 - OneDrive for Students
 - Excel Online
 - Word Online
 - PowerPoint Online

This scheme only supports school owned devices, being provided to students for educational use at school and at home.

In order to maintain the security of Department of Education and Training (DET's) network and supported Managed Operating Environment (MOE), privately-owned devices cannot be connected to the network.

Participation Fees for 2022-2024

- The full deposit of \$300 for the laptop is to be paid before the laptop is issued to the student in 2022.
- Payment of the first instalment of ~\$300 is required before the end of 2022.
- Payment of the second instalment of ~\$300 is required before the end of 2023.
- The laptop is to be handed in following final classes in November 2024. The device will then be out of warranty and Accidental Damage Protection and therefore will no longer be able to be used on the network.
- Devices will have all licensed software and data removed and decisions regarding disposal or refurbishment will be arranged by the school.

Full costings details will be in the order forms when we get vendor pricings usually by October.



BRACKEN RIDGE
STATE HIGH SCHOOL

Device Ownership

The school purchases the device for the sole use of the student.

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 formalised 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.

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.

Any outstanding fees will need to be paid and any refund due based on a pro-rata usage period can be returned.

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.



BRACKEN RIDGE STATE HIGH SCHOOL

All school laptops include:

- ✓ Technician support on site during school days 7.30 am – 4.00 pm
- ✓ Protective case
- ✓ Warranty & Accidental Damage Protection
- ✓ Computrace - Theft protection software following a Police Report Number
- ✓ Mandatory Blue Coat Internet filtering while on and off school site
- ✓ Cybersafety Button
- ✓ MOE 5.0 Windows 10 (Education Queensland Managed Operating Environment)
- ✓ Microsoft Office software suite 2019
- ✓ Symantec Antivirus software
- ✓ School supplied software licenses (general and subject specific)
- ✓ 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 Bracken Ridge SHS

Laptop Guidelines

If you are unsure about the best way to do something, or what the correct way to manage your Laptop, then ask a Teacher or the School's Systems Administrator through the TechBar in the Resource Centre.

- Although your Laptop is owned by Bracken Ridge State High School, it is your responsibility while on loan for the duration of the laptop scheme.
- Outside the school students/parents are responsible for the device, if missing please report immediately.
 - It is advised to consider insurance through your Home and Contents coverage.
- Please treat it with great care. If there are faults, please come in for repair or advice as soon as noticed.
- 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.

Resource Scheme payments

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.



BRACKEN RIDGE
STATE HIGH SCHOOL

Student Responsibility Agreement

Bracken Ridge 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 IT 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 Resource Centre.
- I will not deface my laptop or case with stickers or graffiti, remember it is not yours until you leave school.
- I will carry my laptop in the supplied protective carry case at all times. ADP may not be accepted if all care using case isn't applied. 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.



BRACKEN RIDGE STATE HIGH SCHOOL

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. A number of secure lockers are available for hire for student use.

Students are to always carry the laptop in the supplied protective bag. ADP may not be accepted if all care using case isn't applied. 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 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.



BRACKEN RIDGE
STATE HIGH SCHOOL

Logging on to the laptop

- Use your MIS username: yname333 (example only)
- The default password will 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 IT Support Room 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 IT Support Room 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.



BRACKEN RIDGE
STATE HIGH SCHOOL

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 Systems Technician 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 like) 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 water, and gently wipe screen in a circular motion. (There should be hardly any water 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

- AC Adapter stays at home and laptop comes to school fully charged. If you require charging at school, see the technicians. If there appears to be charging problems, again see the technicians.
- 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.



BRACKEN RIDGE
STATE HIGH SCHOOL

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.



BRACKEN RIDGE STATE HIGH SCHOOL

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 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.



BRACKEN RIDGE STATE HIGH SCHOOL

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 licence for any software installed and the licence must be appropriate for installation on the laptop. Devices may be audited by a school requiring students to present a valid software licence 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.



BRACKEN RIDGE
STATE HIGH 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 Laptop Charter. The acceptable-use conditions apply to the use of the device and internet both on and off the school grounds.

Communication through internet and online communication services must comply with the [Student Technology Policy](#) available on the school website.

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.



BRACKEN RIDGE
STATE HIGH SCHOOL

Damage or loss of equipment

All devices and batteries are covered by a manufacturer’s warranty which covers manufacturing defects and hardware failure through normal usage. In addition, devices are covered by an insurance policy which protects against accidental damage. There is no cover for negligence, abuse or malicious damage. Students will be required to replace lost or damaged chargers at a cost of \$50.

Costs incurred by the school for the repair or replacement of devices may be charged by the school as an excess to parents. In the event of non-compliance of agreed responsibilities, schools may review the student’s continued participation in the take-home scheme.

Any software or hardware issues, vandalism, damage, loss or theft of the device must be reported immediately to the school. Student should come to Technicians for a loan device during repair times.

Accidental damage

Where a device is accidentally damaged, school will invoice the student’s parents accordingly -

ADP Excess (one claim per year or Full Cost of repair)		
1 st claim - \$50	2 nd claim - \$100	Subsequent – Full Cost of repair

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 -

Unrecoverable Device
Full cost of replacement

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

Wilful, malicious, and damage caused by misuse.

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 will be charged at a minimum of \$50.