



2024 Primary (Years 4 – 6) IT Policy and User Agreement

POLICY

CARING FOR YOUR IPAD

Technical Support

Students experiencing faults or who have noticed damage should proceed according to the following steps:

1. Share the issue with their classroom teacher who will lodge an IT Ticket for Support.
2. The IT Team will respond with a troubleshooting process for the teacher to follow or request that the device be delivered to the IT Office.
3. If repairs are required, the student will be required to fill in an IT Check-In Slip with accurate and precise details of the fault/damage and how it occurred.
4. For significant performance issues, a re-image may be necessary. A re-image will completely wipe the iPad to its original factory settings and all personal files will be lost. Please refer to “Backup and Data Storage.”
5. If the fault is seen as a product failure (evaluation by Manufacturer), the iPad is repaired under warranty. If the fault/damage is seen as accidental, the iPad is repaired under warranty. Students receive one free accidental damage repair per year for a total of 3 repairs in the device’s lifecycle. Subsequent repairs will be invoiced to parents depending on the damage. If the damage is due to negligence, the relevant Head of School will meet with the student to discuss the circumstances of the damage. Any behavioural issues will be dealt with, and parents will be advised of the fee to be paid for the repair.
6. Repairs to the iPad will commence (taking a minimum of 7 days and may take longer depending on the level of fault/damage). If required, an invoice for the repairs will be sent to parents.
7. The student is issued with a loan iPad for use during the day ONLY. The loan iPad needs to be returned at the end of every school day.
8. The iPad is fixed, and the IT Services Helpdesk will contact the Pastoral Care Teacher and the student will be able to collect the iPad and continue with their learning program.

Students experiencing technical and/or software faults should proceed according to the following steps:

1. If the iPad has an obvious fault, then it should be taken to the IT Services Helpdesk where the vendor will be contacted for support if required.
2. If the iPad has any other issues, it should be taken to the IT Services Helpdesk so the technicians can determine what repairs are needed. For significant performance issues a re-image may be necessary. A re-image will completely wipe the iPad to its original factory settings and all personal files will be lost. Please refer to “Backup and Data Storage”.
3. Installing programs or changing settings is strongly discouraged as making changes will impact the performance of the machine. Students do so at their own risk. Peer-to-peer software, torrenting programs or the use of UltraSurf or any other proxy bypass programs, including but not limited to VPN software, will result in significant consequences.



What do I do if my iPad is faulty or damaged?

- Step 1:** The student takes the iPad to the IT Services Helpdesk. Do NOT take the device to outside repairers otherwise, the warranty will be voided.
- Step 2:** Student to fill in an IT Check-In Slip with accurate and precise details of the fault/damage and how it happened.
- Step 3:** If the fault is seen as a product failure (evaluation by Manufacturer), the iPad is repaired under warranty. If the fault/damage is seen as accidental, the iPad is repaired under warranty. Students receive one free accidental damage repair per year for a total of 3 repairs in the device's lifecycle. Subsequent repairs will be invoiced to parents depending on the damage.
- If the damage is due to negligence, the relevant Head of School will meet with the student to discuss the circumstances of the damage. Any behavioural issues will be dealt with, and parents will be advised of the fee to be paid for the repair.
- Step 4:** Repairs to the iPad will commence (taking a minimum of 7 days and may take longer depending on the level of fault/damage). If required, an invoice for the repairs will be sent to parents.
- The student is issued with a loan iPad for use during the day ONLY. The loan iPad needs to be returned at the end of every school day.
- Step 5:** The iPad is fixed; the IT Services Helpdesk will contact the Pastoral Care Teacher and the student will be able to collect the iPad and continue with their learning program.

FREQUENTLY ASKED QUESTIONS

Can students bring their own iPads from home?

Private iPads are not allowed due to significant problems with the compatibility of operating systems, batteries not lasting for the entire day's learning and licensing requirements. The policy allows all students to learn from identical devices with a uniform suite of licensed software that is fully supported by the IT Services staff. This policy also ensures that students can access all technology at the College i.e., interactive programs, printing, network, and cloud file services setup.

What happens if an iPad is lost or stolen?

If the iPad is lost within the College grounds it must be reported immediately to classroom teachers to follow up with IT Services for follow up. If the iPad is lost or stolen outside the College, it is the user's responsibility to report it to the nearest Police Station and provide a Police Report Number to IT Services for follow-up.

Does the College load the software?

Each device will be loaded with Blakes Crossing Christian College-approved apps configured for use on the College network. Additional applications can be added through teacher requests.

How do students get technical support during the day?

If a student is experiencing issues with the iPad, then a classroom teacher will lodge a ticket with the IT Services Helpdesk so the IT Support Officer can determine what actions need to be taken. If the iPad has an obvious hardware fault, then a job will be logged for repairs to be undertaken. For significant performance or software issues caused by a virus or the student downloading new programs, the iPad



may be re-imaged which will completely reset the iPad to its original settings and delete all personal files. It is advised that files are backed up before reimaging.

Can student iPads be personalised?

As the iPads are the property of the College, they are not to be altered or personalised in any way that is not completely reversible. Labels or stickers are permitted but must be removable. The asset tag and serial number sticker on the back of the device must not be altered or removed. The protective carry case may be personalised to promote easy identification. If the device and bag are not in their original condition upon its return, a cost will be incurred.

Will iPads be checked for inappropriate material?

Student usage will be monitored during classroom lessons and all connections through the school network will be filtered. If a student is detected with inappropriate material the student will receive consequences from the relevant Head of School.

What is the warranty on the iPads?

Blakes Crossing Christian College has a three-year warranty on each iPad: students receive one free accidental damage repair per year for a total of three repairs during the three-year period. Subsequent repairs will be invoiced based on the extent of damage.

This three-year warranty does not cover any loss, theft, or damage at home or during travel to and from home.



USER AGREEMENT

Conditions of the Agreement:

Students will:

- bring their device to school each day fully charged.
- not be permitted to personalise their backgrounds and browsers.
- not record their password in a place that is easily accessible to other students (students may contact the IT Support Officer to change their password if they fear a breach).
- save all documents to OneDrive so that they cannot be lost. The student may need to repeat lost work by saving it elsewhere.
- comply with instructions from supervising teachers and only use designated websites/programs.
- report any damage to their supervising teacher.
- not download games, videos, or other files without explicit permission from supervising teachers.

Leaving the College

If a student leaves the College prior to the three-year period ending they must return the iPad, case, and charger to the IT Services Helpdesk.

Agreement and Consent

I, _____ (the student named below) have read the IT Policy and Student Code of Practice and hereby agree to comply with all requirements as set out in these documents.

Student Full Name:

Student ID:

Student Pastoral Class:

Parent/Guardian Consent (for students under 18 years of age)

As the parent or legal guardian of the student named above, I consent to the student accessing the various information and communication technology resources through the BCCC network (including email, the Internet, Cloud, and services provided through third parties) on the terms set out in this Policy, Code of Practice, User Agreement and all other relevant laws and restrictions.

Parent/Guardian Full Name:

Signature:

Date: