

National Secondary School Computer Fund

North Bundaberg SHS – eLearning Program Q4 devices
2015

Student NSSCF charter





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Student NSSCF Charter

NSSCF overview

The National Secondary School Computer Fund (NSSCF) is the major funding element of the Digital Education Revolution (DER). It is assisting with the provision of new computers and other information and communication technologies (ICT) equipment for students in Years 9 to 12. The NSSCF achieved a computer to student ratio of 1:1 for students in Years 9 to 12 by 31 December 2011.

The implementation of NSSCF is happening in partnership with the Australian government and the Queensland state government.

NSSCF is working in partnership with schools for the provision of devices as a tool to assist student learning. Students and parents/caregivers are asked to lend their support to this very valuable and innovative program. Strong support from parents and caregivers is paramount to ensure the program is successful and that students are connected anytime, anywhere, to their learning.

All devices used in the program are the property of the Queensland DETE.

This program only supports school owned ICT assets funded under the NSSCF, being provided to students for educational use at school or at home. **In order to maintain the security of DET's network and support Managed Operating Environment (MOE), privately-owned devices cannot be connected to the network.**

Electronic copies of this and other documents related to the program are available from our school website: <https://bundnortshs.q.edu.au> > Support & Resources > Forms & Documents

Loan equipment

The equipment referred to in this charter are the devices for Round Q4 and consist of an Acer Iconia W701 tablet and power pack; protective case; 3G connectivity until December 2015; and DETE's standard suite of software, including Microsoft Office 2013.

Each device will be:

- protected by anti-virus tools and automated updates
- covered by a four year warranty, including the battery
- covered by accidental damage protection (excess applies)
- able to be connected to the school network and have filtered internet and email
- provided with 3G connectivity until December 2015
- able to be used at home and at school for student learning
- installed with DETE's standard software
- protected by Computrace theft protection.



Equipment ownership

At the end of the loan period, all devices will be returned to the school. The devices will have all licensed software and data removed and will be restored to their original factory state. DE TE will make a decision regarding the disposal, sale or recycling of the used devices, as appropriate at that time.

If the student completes their schooling or transfers from the school, the device must be returned to the school. If the device is not returned, reimbursement will be sought.

It is also a requirement of using the device that students provide authorised school staff with access to the device and personal holdings associated with the use of the device if requested.

Fee for provision of device

To participate in the North Bundaberg SHS eLearning Program parents and/or guardians are required to make a contribution. This amount has been included in your child's annual school fees. This will cover additional costs incurred by the school in providing and supporting the program.

Considerable funding has been made available by the Federal and State government for the implementation of this program; however the school has chosen to provide extra management and support in addition to the standard NSSCF package. The items below **are included** in Queensland's standard NSSCF package:

Device item	Annual cost per student
Device	Included
Vendor-operated student help desk	Included
Protective case	Included
Accident damage protection	Included
Theft protection software	Included
Internet filtering	Included
Windows 8 operating system	Included
Microsoft Office 2013 software suite	Included
Antivirus software	Included
3G connectivity until December 2015	Included



The following items and services are included in the North Bundaberg SHS eLearning Program for students:

Device item	Annual cost per student	Cost per student (joining after end of Semester 1)
Technical Support	\$115.00	\$55.00
Software Annual Fee	\$5.00	\$5.00
Total	\$120.00	\$60.00

Our school P & C has endorsed the \$120.00 to be charged in addition to the student fees. As a result of this every senior student at North Bundaberg SHS will be issued with a device to take home. However, if the eLearning Program fee is not paid by the end of Term 1 the student will not be eligible to participate any further in this program.

Device care

The student is responsible for taking care of and securing the device and accessories in accordance with school policy and guidelines. Detailed advice for the care of the Q4 device can be found at North Bundaberg SHS's website:

<https://bundnortshs.eq.edu.au> > Support & Resources > Forms & Documents.

Additional detailed advice for the care of the device can be found in the NSSCF Parent and Student Guide located on the Smart Classrooms website:

<http://education.qld.gov.au/smartclassrooms/enabling-learners/nsscf/index.html>

Data security and back ups

Students must understand the importance of backing up data securely. Should a hardware or software fault occur, assignments and work that has taken 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 on an external device, such as external hard drive or Micro SD card. 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 without notice.

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 Acceptable Use of the Department's Information, Communication and



Technology (ICT) Network and Systems.

This policy also forms part of this Student NSSCF Charter. The acceptable-use conditions apply to the use of the device and internet both on and off the school grounds as well as the acceptable use of school-based desktops and other devices. Communication through internet and online communication services must comply with **North Bundaberg SHS's Responsible Behaviour Plan.**

In adhering to the acceptable use of ICT and Responsible Behaviour Plan, 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 or bypass, or attempt to disable or bypass settings for virus protection, management, monitoring, spam and/or internet filtering that have been applied as part of the school standard
- use unauthorised programs and intentionally download unauthorised software, graphics or music
- intentionally damage or disable computers, computer systems or Queensland Department of Education and Training networks
- bring software to school either via their device or other means (eg: flash drive) without school approval, or access unapproved software brought by other students (this includes, but is not limited to game software)
- use the device for unauthorised commercial activities, political lobbying, online gambling or any unlawful purpose.
- use ICTs to access or distribute inappropriate information, images or other media. This includes pornography, violent material etc.

Students must also be aware that:

- your use of ICTs at North Bundaberg SHS should not be treated as a private activity. All emails are filtered for inappropriate language. Students' private network folders (H drive) are accessible by staff, and your activities may be monitored by staff.
- clearly inappropriate actions not directly listed in this agreement may also jeopardise your access to ICTs at school.

Passwords

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



Digital citizenship

Students should be conscious creators of the content and behaviours they exhibit online and take active responsibility for building a positive online reputation. They should be conscious of the way they portray themselves, and the way they treat others online.

Students should be mindful that the content and behaviours they have online today are easily searchable and accessible. This content may form a permanent online record into the future.

Interactions within digital communities and environments should mirror normal interpersonal expectations and behavioural guidelines, such as when in a class or the broader community.

Parents are requested to ensure that their child understands this responsibility and expectation.

Cybersafety

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

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



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

Students must never initiate or knowingly forward emails, or other online content, containing:

- A message sent to them in confidence
- A computer virus or attachment that is capable of damaging the recipients' computer
- Chain letters or hoax emails
- Spam (such as unsolicited advertising).

Students must never send, post or publish:

- Inappropriate or unlawful content which is offensive, abusive or discriminatory
- Threats, bullying or harassment of another person
- Sexually explicit or sexually suggestive content or correspondence



- False or defamatory information about a person or organisation.
- Parents, caregivers and students are encouraged to visit the Department's Cybersafety and Cyberbullying document at:
<http://education.qld.gov.au/student-services/behaviour/gsaav/docs/cyberbullying-cybersafetyprintfriendlyguide.pdf>

Web filtering

The Department of Education, Training and Employment (DETE) operates a web filtering system to protect students and restrict access from malicious web activity and inappropriate websites.

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.

When students are connected through DETE managed networks (including the 3G connection) they will have a high level of filtering applied. This level restricts them from websites such as:


- Social networking sites e.g. Facebook
- Open/Mixed content sites e.g. YouTube
- Translation sites e.g. Google translation
- Chat sites e.g. MSN Messenger
- Internet telephony e.g. Skype
- Media Sharing e.g. Prezi

When students use their devices at home the filtering system (proxy client), functions with two levels of filtering, high (more restrictive) and medium (less restrictive).

A high level of filtering at home provides less restrictive access than at school however a greater level of protection than medium. Websites and web applications that are blocked at school but are available to students at home include:

- Windows Apps Store
- Blogs/personal pages
- Chat/Instant Message e.g. MSN Messenger
- Internet Telephony e.g. Skype
- Media Sharing e.g. Flickr
- Online Storage e.g. Dropbox
- Software downloads

Medium level filtering provides a less restrictive level of protection. Students are able to access all of the types of sites listed above. **Students are automatically assigned the medium level filtering on their Tablet when issued.** Without this level of filtering students will not be able to download and install apps on their Tablets from the Windows App Store. The medium filtering level can be changed to high at the request of parents/caregivers.



It is important to remember filtering systems do not replace the need for parental supervision when students are online. If parents/caregivers allow their children to have a medium level of filtering at home, they need to be aware that the child's online activities are the shared responsibility of the parent and the student. This process requires signing off of the Student Charter Agreement indicating your willingness to support your child's access to medium filtering.

Parents, caregivers and students are encouraged to visit the Cybersmart website at: www.cybersmart.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 always maintained by not disclosing or using any information in a way that is contrary to any individual's interest.

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 and 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.

Damage or loss of equipment

All devices and batteries are covered by a manufacturer's warranty which covers manufacturing defects through normal usage. In addition, devices are covered against accidental damage, which is determined by the vendor. **There is no cover for negligence, carelessness, abuse or malicious damage. Students will be required to replace lost or damaged chargers.**



Cost 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 eLearning Program.

Any software or hardware issues, vandalism, damage, loss or theft of the device must be reported immediately to the school.

Theft and loss

If the device is stolen outside of 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; and
- Statutory declaration (usually completed with the police).

On receipt of the necessary documentation, DETE will initiate recovery procedures via in the inbuilt theft protection software.

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

- First case: \$200, payable by the parent/caregiver
- Subsequent cases: full replacement cost.

Accidental damage


Where a device is accidentally damaged, schools will invoice a student's parent/caregivers according to the following sliding scale:

- First incident: \$50
- Second incident: \$100
- Subsequent: \$150

Non-warranty damage

Non-warranty damage is where damage is not covered by warranty and not classified as accidental damage. The Acer warranty does not cover the device for any wilful damage, careless damage, theft or negligence. Examples of items not covered are:

- Any keys being removed from the notebooks keyboard due to excessive force applied.
- Leaving objects (such as pens) on the keyboard when closing the notebook lid, and as a result the LCD display is damaged.
- Leaving the notebook unattended and as a result it was damaged by someone or something else other than the user or assigned owner.
- No explanation whatsoever can be provided for how the resulting damage occurred.

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- Repeating cases for the same Notebook which may have previously been termed as accidents.
 - When carrying the tablet, ensure it is in the carry case supplied to ensure that the device is well protected at ALL times.

Faults are reconciled by the hardware vendor, and are subject to change. The final determination of warranty coverage is made by the hardware vendor.

Where a device is deemed non-warranty damaged, the following costs apply:

- **Minor Repair**, includes any one (1) component, excluding repair or replacement of LCD screen or motherboard: **\$147 excluding GST**
 - If two (2) or more components require replacement then this would be deemed a 'Major' repair and will cost \$399 excluding GST
- **Major repair**, including repair or replacement of LCD screen or Mainboard: **\$399 excluding GST**
 - If both components require replacing then the unit is deemed 'Beyond Economical Repair'. In this instance your school will advise of the process to follow.
- **Acer Integrated Keyboard Case** replacement \$69

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.

Software

The software loaded on the device is licensed to the DETE or North Bundaberg SHS. The parent or caregiver must ensure that the software is not copied, deleted or transferred, without prior written consent from the school. 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 device, however only licenced 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 device. Devices may be periodically audited by the school, and the student must present the valid software license, if requested. Devices may be rebuilt at any time for numerous reasons without consultation with students or parents, and all local data and programs may be lost in this process.

Elevated access

Devices have elevated permissions which provides 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 (Managed Operating Environment) 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 form at the back of this document.

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, DETE may be required to provide the authorities with access to the device and personal holdings associated with the use of the device.

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 DETE must also be reported to the school.

Additional Links

(Documents linked below are subject to change)

- [FAQ \(Frequently Asked Questions\) for Parents](#)
- [FAQ \(Frequently Asked Questions\) for Students](#)
- [Acer – Understanding Your EQ Warranty](#)
- [Care of the device](#)



Student NSSCF Charter and ICT Agreement

The Student NSSCF Charter agreement form must be signed and returned to the school before the device is issued.

The student and parent/caregiver must carefully read this charter before signing it. Any questions should be addressed to the school and clarification obtained before signing.

In signing below, we acknowledge that we,

- accept all policies/guidelines as per the Responsible Behaviour Plan for Students
- understand my responsibilities regarding the use of the device and the internet
- acknowledge that I understand and agree with all of the conditions detailed in the Student NSSCF Charter
- agree to the provision of **medium** (access to the Windows Apps Store and social media sites) internet filtering with the assignment of the device
- agree to the provision of **elevated access** associated with the assignment of the student device.
- understand that failure to comply with the Student NSSCF Charter could result in recall of the device and/or loss of access for home use
- agree to contribute \$120 for my child to access the North Bundaberg SHS eLearning Program.

After reviewing and understanding the responsibilities outlined in the *Acceptable computer and internet use* section above and the information contained in this Charter, we **agree** to participate in the North Bundaberg SHS eLearning Program.

Student's name

Signature of student

Date

Parent / caregiver's name

Signature of parent / caregiver

Date

Designated school representative's name

Signature of school representative

Date