i-LEARN

Student Resource Scheme

2023

Handbook and Charter

Program Contacts

Program Information:

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iLEARN @ Palmview SSC

At Palmview, we are shaping curriculum structures that set a new standard for education as we collectively strive to empower independent learners. Our partnerships with students and parents are founded in **curiosity, collaboration, creativity** and a **commitment** to learning. By acknowledging and respecting every student's inherent differences, we strive to equip our future generations with the flexibility and agility they need to achieve their own personal bests.

To enable 21C learning, we have employed a model of learning which gives students the ability to interact as global citizens, exploring their curriculum subjects and collaborating with their peers and staff in and beyond the classroom environment. The i-LEARN acronym stands for *"**I**ndividualised **L**earning **E**ngagement and **A**ccess **R**esponsive to **N**eed."* The goals of the *i-LEARN* approach as part of the *Student Resource Scheme* are to:

- enable the delivery of ICT as an Australian Curriculum general capability
- fulfil the Education Queensland Core ICT expectations
- promote student learning outside the classroom with peers and our institute partners
- conduct investigative learning in new and emerging technologies
- provide technology options that are affordable to families with individualisation to remove barriers to learning
- preparing students for an information technology driven world and so much more.

Palmview 's i-LEARN program is a core aspect of the Student Resource Scheme, and it allows students to have the necessary and required technology where and when they need it, using a device which is familiar to all students, suiting their learning style, capabilities and individual needs.

Students and parents/caregivers support of this very valuable and innovative scheme for Year 7 and 8 intakes in 2023 is noted and appreciated. Such strong support from parents and caregivers is paramount to ensure the scheme is successful and that students gain the maximum benefit.

Our curriculum enactment is founded in curiosity, collaboration, creativity with a commitment to learning. The goal of this cooperative delivery style is to ensure the highest delivery options and service to our students.

- Online Learning environments will offer access to learning 24/7, 365 days/yr.
- Environments emerging with anytime access include but are not limited to –
  - QLearn E-Learning
  - OneDrive for Students
  - Microsoft Teams
  - Compass
  - ViVi
  - Digital text material
  - OneNote Classroom
  - Adobe products
  - Maths Pathways
  - Stile

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's (DoE) network and supported Managed Operating Environment (MOE), privately-owned devices cannot be connected to the network.

Students are required to bring their device each day, fully charged and carried in their back-packs within the hard case supplied with the device.

Participation Fees for 2023-2025 (included in the Student Resource Scheme (SRS)):
- Either full payment of the SRS is to be paid before the device is issued to the student or a payment plan has been arranged with the finance team.
- Payment of the next instalment of $300 is required before the end of 2023 for the 2024 school year as part of the 2024 SRS.
- Payment of the final instalment of $300 is required before the end of 2024 for the 2025 school year as part of the 2025 SRS.
- At the completion of this scheme, the device is to be returned to the college during the final classes in December of Yr. 9. Following this, the device cannot be used on the school network. The devices will eventually be recycled as Day Loan laptops for those families unable to participate in the scheme or disposed of as per DOE guidelines.
- Students moving into Yr. 10 will then join the Yr. 10 scheme for their final 3 years with a new device. *Consultation on this process will occur over the 2023/2024 school year.*

Device Ownership

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

By the **college 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 college retains ownership of the device.

College ownership has several benefits, the college can:

- install and maintain the operating system.
- install and maintain antivirus software.
- provide internet filtering at the college and at home.
- install and maintain all software required for learning.
- provide full, secure and reliable student access to the college network and internet.
- provide full technical support through our PLC ICT Services Team.
- 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 college before the end of the 3-year scheme (i.e.: moves to another school, interstate or overseas), the device must be returned to the college. If the device is not returned, it will be deemed lost or stolen and the school will follow DoE 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, i.e.: 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. We ask you discuss any requirement to do so with college staff for ADP and tracing requirements.

All college devices include:

- ✓ Access to PLC Technician support on site during school days
- ✓ Protective case
- ✓ Stylus
- ✓ 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 - (Education Queensland Managed Operating Environment)
- ✓ Microsoft Office software suite
- ✓ Windows Defender Antivirus software
- ✓ College supplied software licenses (general and subject specific)
- ✓ Digital text materials
- ✓ 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 Palmview SSC

Device Guidelines

If you are unsure about the best way to do something, or what the correct way to manage your device, then ask a Teacher or the PLC Technician.

- Although your device is owned by Palmview SSC, it is your responsibility for the duration of the iLEARN scheme.
- Outside the college students/parents are responsible for the device, if missing please report immediately.
- It is advised to explore if you can seek insurance through your Home and Contents coverage.
- Thank-you for treating the device 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 College. This is in line with the ICT Agreement that was signed as part of the enrolment process.
- Thank-you for ensuring you are the only user of the device, it is not to be lent to anyone.
- Back up your data. At least once a week, you should copy your important work (learning 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 College's PLC Technician to send announcements to all device users to notify of updates and other device maintenance needs. Keep up to date with all messages sent to your MIS email address and through student notices.

Resource Scheme payments

All payments related to students schooling, including other Student Resource Scheme payments, Excursions, sports etc, must remain up to date or on payment plans to be able to maintain access to the iLEARN device. Families needing support are encouraged to speak with our Finance team.

Parents/Caregivers and Students will need to sign the agreement and if payments lapse, following a reminder letter, the device may at any time be requested to be handed back until a solution to outstanding payments is in place.

Student Responsibility Agreement

Palmview SSC has a strong focus on embedding digital learning into the curriculum. Having access to such technologies brings certain responsibilities – both ethical and legal. The smooth operation of the college 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 charge my device 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 PLC Technician with any issues to do with my device or network account.
- ✓ I will promptly report any damage to any hardware or software to the PLC Technician at the College.
- ✓ I will carry my device 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 store my device in the supplied protective carry case at breaks, enabling "brain breaks" from technology and opportunities to "connect" with my peers.
- ✓ I will login into the college 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 - ⊞ +L.
- ✓ 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 device 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 college 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 DoEails, including my own over the internet.
- ✓ I will not knowingly introduce a virus onto the device or school network.
- ✓ I will promptly report to staff any inappropriate material that is accidently accessed.
- ✓ I will keep the device 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 device 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.

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 device with them at all times except under special circumstances. A limited number of secure lockers are available for student use in the Discovery Centre.

Students are to always carry the device 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 and other learning work that has taken a considerable time to prepare may be lost.
- The student is responsible for the backup of all data. While at the college, students are able to save data to the college'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 college 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 ⊞ + 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 college to ensure that their machine engages with any new updates that are remotely deployed from the college network. It is recommended that this done once a week.
- If the device appears to have software issues, the student should attach to a network cable available in the Discovery Centre, 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 device.

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 required to change your password on your first logon. The password should be at least 8 characters long, and include the following: capital letter, a number and a symbol.

Usage

- Use of your device on soft surfaces (e.g. sofa, bed or carpet) can restrict airflow which may cause overheating and fires. It is recommended that you use your device on desktops only.
- During lunchbreaks, students needing to use their device can do so only in the Discovery Centre.
- The stylus should be docked in the device when not in use.
- 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, closing the device rather than storing in tablet mode.
- When storing your device and case in your school bag, avoid over filling your bag as too much pressure can cause damage to the device screen.
- Don't place objects on top of your device 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 device, do not try to fix it. Instead take it to the PLC Technician 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 PLC Technician as soon as possible.

Handling your Device

- Try to avoid moving your device around when it is on. Before switching on, gently place your device on a stable surface and then switch on.
- Be careful when putting the device in the car that no other items are on top of it and nothing will roll onto the carry case.
- Devices should be switched off before being placed into the carry case, as this is also a safety hazard and can cause a fire.
- Devices, when not in use, MUST be stored in the provided carry case in the closed mode, not tablet mode; this is especially important when the device is being carried around. Technical support staff will not assist students with issues unless the device 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 device to the PLC Technician to be repaired immediately.
- If damage to keyboard is due to food or liquid between keys, ADP claims may be denied.

Care of Device Carry Case

- The carry case should be fully zipped up before being carried
- The carry case should be fully unzipped before removing the device to avoid non-warranty bag damage.

  NOTE: Carrying your device incorrectly is considered negligent and negates your Accidental Damage Protection, if damage occurs when not in the 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 device or the device case. Gently rub your device casing with the moistened cloth to remove any dirty marks.

  NOTE: Some cleaning agents can corrode devices over a period of time, so ensure you read the directions of the cleaning agent before use. If your case needs to be replaced you will be charged for a replacement as it is not covered by insurance.

LCD screen and Stylus

- LCD screens are delicate – Use the stylus gently. Avoid poking, prodding, pushing or slamming them. Never pick up your device by its screen. Always be gentle when changing between tablet and laptop mode, when closing the device and when putting your device down. Avoid the use of any force.
- To clean your LCD screen - Switch off your Laptop computer.
- Lightly dampen a non-abrasive cloth with water, wring out the cloth and gently wipe screen in a circular motion. (There should be hardly any water in the cloth when applying to the screen).
    o   Do not directly apply water or cleaner to the screen.
    o   Avoid applying pressure to the screen.

AC adapter

- AC Adapter stays at home and the device comes to the college fully charged. If you require charging at the college, see the PLC Technicians to access a charging station for you 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 a replacement fee 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

It is an expectation that all students will use their device appropriately in line with the college Positive Relationships Agreement and the Student Code of Conduct. If in doubt – ask a staff member or parent.

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 DOE with the ability to restrict access to inappropriate material on DOE'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 DOE network, DOE 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, but not limited to:

- Social networking sites such as Facebook
- Open/Mixed Content such as YouTube
- Language translation sites
- Internet telephony sites such as Skype

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 and acceptable use 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 DOE or the college. 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.

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

By written request, 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. Such access would put greater onus on the student to comply with the acceptable use expectations to warrant these privileges. The misuse of this access would evoke a Student Code of Conduct response, and may result in the withdrawal of access to services.

The school will manage the provision of elevated access and will require a parent/caregiver to provide written approval for this access.

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 college staff. If at any stage there is a police request, DOE 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 i.e.: 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 DOE must also be reported to the college.

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 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 agreements signed on enrolment.

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 DOE 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.

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 and stylus at their cost.

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

Any software or hardware issues, vandalism, damage, loss or theft of the device must be reported immediately to the college. Students should come to the PLC Technician for a loan device during repair times.

Accidental damage

Where a device is accidentally damaged, the college will invoice the student's parents accordingly –

ADP Excess (one claim per year or Full Cost of repair)		
1st claim - $50	2nd 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, DOE 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 to explore options for claiming this cost. Wilful, malicious, and damage caused by misuse.

Where the college determines that damage has been intentionally caused to a device or a student has disrespected college property, the full cost of repair or replacement will be charged at a minimum of $50.