



HELENSVALE
STATE HIGH SCHOOL



2024

Laptop Program Charter

We **ASPIRE** for each and every student to succeed.
We **BELIEVE** in One Student, One Community, Many Futures.
We **VALUE** respect, responsibility, resilience.

CONTENTS

Overview	3
Bring Your Own Device (BYOD)	4
Device selection	4
Minimum hardware requirements	4
Support provided by school	5
Responsibility for care of device	5
Software	5
General Information	6
Responsibilities of stakeholders involved in the program	6
Web filtering	7
Data security and back-ups	8
Acceptable computer and Internet use	8
Passwords.....	9
Digital citizenship.....	9
Cybersafety.....	9
Misuse and breaches of acceptable usage.....	10
Responsible use of mobile devices	10
Privacy and confidentiality	11
Intellectual property and copyright	11
Parental Confirmation for 2024	11

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OVERVIEW

Helensvale State High School provides the opportunity for students to participate in our laptop learning program, giving students the potential for anywhere, anytime learning with the use of mobile devices. Students who **do not** opt in to either of these programs, will have access to school ICT resources whilst on campus only. Most families now choose the *Bring Your Own Device* (BYOD) option.

OPTION 1: BYOD (Bring Your Own Device)

It is a term used to describe a digital device ownership model where students use their personally owned mobile devices to access the Department's information and communication (ICT) network. The majority of our students take up this free option.

Access to the Department's ICT network is provided only if the mobile device meets the Department's security requirements which, at a minimum, requires that anti-virus software is running and is kept updated on the device.

OPTION 2: Annual School Owned Laptop Hire

We have a limited but adequate number of school owned laptops that we hire on an annual basis to students, with priority given to senior school students.

FEE: \$200 per annum (required before laptop can be issued). Pro-rata refunds are based on a full school term, not part thereof (\$50 term). New enrolments throughout the year are charged in the same manner.

Should a school owned laptop be accidentally damaged, a \$55 repair excess fee will be charged and should such a laptop go missing and not recoverable, there is a \$200 fee (in addition to hire fee) towards replacement. The same applies for malicious/deliberate damage.

OPTION 3: Day Hire Laptop

We have a fleet of school owned laptops that are hired for free to students on a restricted, day to day basis. They are not for take home purposes, so they don't provide continuity as the other options do and there is no provision for the student to get the same laptop on their next day of hire.

Students who do not opt in to either the BYOD or school hire programs are entitled to utilise this service under strict borrowing guidelines.

At times, both BYOD students and those hiring a school laptop on an annual basis may need to access a day hire laptop should their regular laptop be broken or logged for repair. If a student who has a school hire laptop simply forgets to bring it to school, they cannot access a day hire laptop.

Should a day hire laptop be accidentally damaged, a \$55 repair excess fee will be charged and should such a laptop go missing and not recoverable, there is a \$200 fee towards replacement. The same applies for malicious/deliberate damage.

BRING YOUR OWN DEVICE (BYOD)

Device Selection

Before acquiring a device to use at school the parent/carer and student should be aware of the school's specification of appropriate device type, operating system requirements and software. These specifications relate to the suitability of the device to enable class activities, meet student needs, meet network requirements and promote safe and secure network access.

However, before purchasing from a retailer, please consider buying from our BYOD Vendor Portal (HP & Dell) as all devices meet our specifications and come with 3 years warranty/accidental damage protection. (Details about this are on our website and will be emailed to you in early November).

Minimum Hardware Requirements for Device Selection

The device selected by parents **must** meet certain technical requirements. In order to support parents and take the stress out of purchasing, the school has a BYOD Vendor Portal (Dell and HP) whereby parents can purchase a device in full confidence that school specifications are met.

A distinct advantage of buying from any of the 2 vendors on our BYOD Portal is that all laptops have 3 years on campus warranty and 3 years accidental damage protection insurance (ADP) can be included.

If purchasing from a store, it is imperative to note the following **minimum specifications** before purchase to avoid wasted expenditure and disappointment:

Operating System Options:

- Windows 10 or later
- MacOS 11 or later
- **NOT SUPPORTED:**
Windows 10 S, Android, Linux/Unix/BSD/*nix, Chrome OS, iOS, iPad OS

Processor: Intel Pentium Quad Core/Intel i3/AMD Ryzen 3

Memory: Minimum 8GB RAM

Screen Size: Minimum 11 inch

Hard Drive: Minimum 128GB SSD

Keyboard:

- Must have a tactile (physical) keyboard
- Touch screen keyboard alone is **NOT SUFFICIENT**

Wireless Adaptor:

- Must support 802.11ac/802.11ax 5Ghz wireless networks
- **USB Ports:** Minimum of 2

Other:

- Hard and/or well-padded protective case
- Consider weight/size factor for student well-being and fitting into school bag.
- The student's account on their laptop must be an administrator.

Support Provided by School

- Helensvale SHS BYOD program will support printing, filtered Internet access, and file access and storage while at school as well as technical support for diagnosis of hardware/software issues on privately owned devices.
- We also provide a liaison service with laptop vendors for parents who have purchased via our BYOD Portal.

Responsibility for Care of Device

- The student is responsible for taking care of and securing the device and accessories in accordance with school policy and guidelines.
- Responsibility for loss or damage of a device at home, in transit or at school belongs to the student.
- Advice should be sought regarding inclusion in home and contents insurance policy for loss and also for accidental damage if the laptop is purchased from a store retailer rather than from the BYOD Portal.
- Insurance for accidental damage is NOT required if the device is purchased from our BYOD Vendor Portal.

Software

Main Programs

When a student signs up for BYOD connectivity, the school will provide information and support with respect to the following software packages where agreements have been entered into between Education Queensland and the vendors for the purpose of providing student software for personally owned devices:

- *Microsoft Office* – every student in Education Queensland schools is entitled to download and install Microsoft Office onto a maximum of 5 personal devices for free. DO NOT purchase it.
- *Adobe Creative Cloud* – our students can obtain a free licence for a range of programs in this suite, if required in their school subjects only. This is organised by liaison with classroom teachers at the beginning of the year and again at mid-year.

Suggestions of additional software you may wish to install

- Antivirus software: Although Windows devices have *Windows Defender* as default virus protection, you may wish to install a free antivirus program such as Avast or AVG; or purchase Kaspersky or Bitdefender. Be sure to install only 1 of these – having more than one will cause conflicts.
N.B. If you install one of these, *Windows Defender* will automatically “step down”.
- We also recommend installing the following free software: Adobe Reader & VLC Player

GENERAL INFORMATION

Responsibilities of Stakeholders Involved in the Program

The School

- Laptop program induction — including information on connection, care of device at school, appropriate digital citizenship and cybersafety
- Network connection at school
- School network and cloud storage
- School email address
- Internet filtering (when connected via the school's computer network)
- Technical support for all students (BYOD limitation as laptop is not school owned)
- Free software - Microsoft Office (all students) and Adobe products (if required in subject)
- Approved online memberships – e.g. Education Perfect, etc.
- Printing facilities and limited print credit (\$10 annually)

Student

- Participation in laptop program induction
- Acknowledgement that core purpose of device at school is for educational purposes
- Care of device
- Appropriate digital citizenship and online safety
- Security and password protection – password must be difficult enough so as not to be guessed by other users and is to be kept private by the student and not divulged to other individuals
- Maintaining a current back-up of data – especially assessment
- Charging of device – it is expected that students will bring their laptop to school every day, fully charged, in preparation for the next day's classes
- Abiding by intellectual property and copyright laws (including software/media piracy)
- Internet filtering (when not connected to the school's network)
- Ensuring device will not be shared with another student for any reason
- No use of mobile phones to hot-spot to deliberately circumvent the cyber protections put in place for students on campus by Education Queensland

Parents and caregivers

- Acknowledgement that core purpose of device at school is for educational purposes
- Internet filtering (when not connected to the school's network)
- Encouraging and supporting appropriate digital citizenship and cyber safety with child
- Ensuring that the child develops the habit of charging the laptop overnight in readiness for the next day's lessons and remembers to bring the device
- Providing installation of anti-virus software on BYOD devices
- Protective case for the device
- Adequate warranty/insurance of BYOD devices (if not purchased from the BYOD Vendor Portal)

Web Filtering

At all times students, while using ICT facilities and devices, will be required to act in line with the requirements of the school's [Student Code of Conduct](#). (school website)

To protect students (and staff) from malicious web activity and inappropriate websites, Education Queensland operates a comprehensive web filtering system with their schools. Any device connected to the Internet through the school network will have filtering applied.

The filtering system provides a layer of protection to students and staff against:

- inappropriate web pages
- spyware and malware
- peer-to-peer sessions
- scams and identity theft

Whilst this filtering approach represents global best-practice in Internet protection measures, despite internal departmental controls to manage content on the Internet, illegal, dangerous or offensive information may be accessed or accidentally displayed. 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 network must also be reported to the school.

Privately owned devices have access to home and other out of school Internet services which may not include any Internet filtering. Parents/caregivers are encouraged to install a local filtering application (compatible with the school's BYOx network) on the student's device for when they are connected in locations other than school. Parents/caregivers are responsible for appropriate Internet use by students outside the school.

In relation to this, students and parents need to be aware of the following:

- Students are not permitted to hot-spot their phones for Internet connectivity, as this negates the very benefits that are designed to protect them from being vulnerable whilst online at school. Students caught doing this will face consequences.
- It is totally unacceptable for students to download programs onto their computer that are designed to circumvent the filtering protection provided by Education Queensland on the school campus.
- Using VPN (Virtual Private Network) software **will** conflict with the school wireless connectivity process – i.e. they will not be able to access the Internet or necessary network drives whilst on campus.

Data Security and Back-ups

- Students must understand the importance of backing up data securely. Should a hardware or software fault develop, important assignment work 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 nightly backup and therefore strongly encouraged as the most reliable form of backup.
- Education Queensland also provides every student with approximately 2TB of secure cloud storage (*OneDrive*) which of course is accessible on and off campus.
- Whilst other forms of back-up such as USB drives, external hard drives are an option, these do not have the security and reliability of *OneDrive* and the school server. They are volatile in the sense that they can be damaged, data corrupted and are easily misplaced.
- Students who are part of the school laptop hire program or have purchased their laptop from the BYOD Vendor Portal should also be aware that in the event that any repairs need to be carried out on the laptop relating to the hard drive, data stored on the laptop could be lost.

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 relevant policies of Education Queensland.

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

There are conditions that students are required to 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 programs or 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.

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 laptop.

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 are easily searchable, accessible and 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. The school's behaviour policies also support students by providing school related expectations, guidelines and consequences.

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 or caregiver as soon as is possible.

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

Students are encouraged to explore and use the '[Cyberbullying help button](#)' on school devices to talk, report and learn about a range of cyber safety issues. Cyber safety is also addressed in Futures lessons throughout the year.

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 recipient's computer
- chain letters, hoax emails or phishing 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.

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 school reserves the right to restrict/remove access of personally owned mobile devices to the intranet, Internet, email or other network facilities to ensure the integrity and security of the network and to provide a safe working and learning environment for all network users.
- The misuse of personally owned mobile devices may result in disciplinary action which includes, but is not limited to, the withdrawal of access to school supplied services.

Responsible Use

Our goal is to ensure the safe and responsible use of facilities, services and resources available to students through the provision of clear guidelines.

- Portable devices on campus should be primarily used for engagement in class work and assignments set by teachers, conducting general research for school activities and projects and communicating or collaborating with other students, teachers, parents, caregivers or experts for educational purposes.
- Information sent from our school network contributes to the community perception of the school. All students using our ICT facilities are encouraged to conduct themselves as positive ambassadors for our school.
- Parents and caregivers need to be aware that damage to portable devices owned by other students or staff may result in significant consequences in relation to breaches of expectations and guidelines in the school's behavior policies.
- The school will educate students on cyber bullying, safe Internet and email practices. Students have a responsibility to incorporate these safe practices in their daily behaviour at school.
- All material on the device is subject to audit by authorised school staff. If at any stage there is a police request, the school may be required to provide the authorities with access to the device and personal holdings associated with its use.

When using portable devices, students **MUST NOT**:

- use the device in an unlawful manner
- create or participate in circulating 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
- download (or using unauthorised software for), distributing or publishing of offensive messages or pictures
- use obscene, inflammatory, racist, discriminatory/derogatory or bullying language
- download viruses/other programs capable of breaching the Department's network security
- use the mobile device's camera or recording functions inappropriately, violating the privacy of other individuals

- covertly use Bluetooth functionality during lessons or exams
- hotspot their phone to bypass the school's protective filtering designed to ensure cyber safety
- at any time attempt to access other computer systems, accounts or unauthorised network drives or files or to access other people's devices without their permission.

Privacy and Confidentiality

Students must not use another student or staff member's username or password to access the school network or another student's device. Students must not trespass in another person's files, home drive, email or accessing unauthorised network drives or systems.

Additionally, students should not divulge personal information via the Internet or email, to unknown entities or for reasons other than to fulfil the educational program requirements of the school. 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. Students should also not reveal personal information including names, addresses, photographs, credit card details or telephone numbers of themselves or others. They should ensure that privacy and confidentiality is always maintained.

Intellectual Property and Copyright

Students should never plagiarise information and should observe appropriate copyright clearance, including acknowledging the original author or source of any information, images, audio etc. 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.

Copying of software, information, graphics or other data files may violate copyright laws and be subject to prosecution from agencies to enforce such copyrights.

PARENTAL CONFIRMATION FOR 2024

For the commencement of the 2024 school year, all parents/carers will be required to complete a short online information/consent form which will be emailed to parents/carers in November and repeated at intervals as required (newer enrolments/no responses) until the start of the 2024 school year. For enrolments after this time, please refer to the printed single page document in your enrolment package entitled **2024 Laptop Program for Parents & Carers**. The purpose of this document is stated below:

1. **Acceptable Use Policy** – your child's and your acceptance of computer/Internet usage on the school campus; and
2. **Preferred Option for Your Child** – informs us of your decision for your child's laptop option, so that we will be prepared and provide further relevant advice to you, based on your decision.
 - a. BYOD (bring own laptop) – free connection to network
 - b. School hire laptop for the year - \$200 p.a.
 - c. Neither of the above – just day hire laptop when required