ICT Code of Practice
and
Holy Spirit College Laptop Program Guidelines

Student: Secondary Years 7 – 12

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1. Introduction

The purpose of Information and Communications Technologies (ICT) for students at Holy Spirit College, Mackay Qld, is to:

- Enhance student learning opportunities.
- Promote student achievement.
- Educate our students to be safe and responsible users of digital technologies.
- Raise awareness of issues such as online privacy, intellectual property, and copyright
- Support student – school communication.

The use of ICT within the school should be safe, responsible, legal, and appropriate for educational purposes, and should follow the guidelines outlined in this Code of Practice.

This ICT Code of Practice applies to the use of all school related ICT whether provided by the school, employees of the school, or the student.

Both students and parents/carers must read this ICT Code of Practice. It will then be accepted via TASS Parent Lounge and Student Café.

2. Definitions

The following words are commonly used within this ICT Code of Practice and are defined as follows to assist you in reading this document:

"**Catholic Education**" means The Roman Catholic Trust Corporation for the Diocese of Rockhampton trading as Catholic Education – Diocese of Rockhampton (CEDR). Catholic Education includes Catholic Education (CEO), Catholic systemic schools, services and work sites of Catholic Education.

"**Student**" means persons enrolled within a Catholic Education college within the Diocese of Rockhampton.

"**Information and Communications Technologies**" means any electronic devices or services which allow users to record, send or receive information, in audio, text, image or video form. These devices or services may include but are not restricted to standalone and networked:

- Computer systems and related applications such as email and internet.
- Social networking sites.
- Blogs, micro-blogs, forums, discussion boards and groups.
- Mobile devices including phones and wearable technologies.
- Communication and networking equipment.
- Output devices such as printers.
- Imaging tools such as video or still cameras.
- Audio tools such as audio recording devices.
- Software applications/apps and externally provided electronic services.

"**Social media**" means websites and applications and any other service or device which enable a user to create and share content or to participate in social networking. This includes but is not limited to Facebook, LinkedIn, Instagram, Snapchat, Pinterest, Tik Tok, Twitter, Mastodon, blogs, forums, discussion boards, chat rooms, wikis and YouTube.

3. Acceptable Uses

3.1. Students should:

- Respect resources.
- Use ICT equipment and resources for educational purposes independently and under adult supervision.
- Access files, programs, email and internet resources appropriately.
- Respect self and others by:
  - Respecting the rights, beliefs and viewpoints of others.
  - Following the same standards of behaviour online as one is expected to follow offline.
  - Observing copyright rules by respecting the information, ideas and artistic works of others by acknowledging the author or publisher of information from the internet and not claiming the work or pictures as your own.
  - This also includes content generated by products such as ChatGPT and Google Bard (and other generative AI tools).
- Keep safe by:
  - Ensuring passwords and personal work are secure. If it is suspected that a password has been compromised, steps must be taken to change the password immediately.
  - Using school email accounts, not personal accounts, when communicating for educational purposes.
  - Using social media appropriately including abiding by the application's terms and conditions.
  - embracing the principles of good digital citizenship.

4. Unacceptable Uses

4.1. Personal Safety

Disclosure of personal information can expose users to inappropriate material, physical danger, unsolicited commercial material, financial risks, harassment and bullying, exploitation, unreliable information, nuisance and sabotage.

You should NOT:
- Send or post detailed personal information, images or audio about yourself or other people. Personal contact information includes your full name, date of birth / age, home address, telephone or mobile number, school address or work address.
- Publish email addresses to public sites.
- Access personal mobile phones or wearable technology during school hours.

4.2. Respect for Privacy

You should NOT:
- Distribute private information, including email, photos or recordings, about another person without their permission.
- Take photos, sound or video recordings of people, including background figures and voices, without their permission or as part of an approved lesson.

4.3. Respect for Others

You should NOT:
- Make personal attacks including harassing and bullying another person. If someone tells you to stop sending them messages, you must comply with their request.
- Send or post any inappropriate or inaccurate information, comments, images, video or audio about other people, the school or other organisations.
- Send or post personal information about other people without their permission.
- Contact or communicate with teaching or non-teaching staff via personal email addresses or messaging platforms.

4.4. Inappropriate Language

Restrictions against 'inappropriate language' apply to public messages, private messages, and material posted on web pages.

Messages sent using the school's ICT are recorded, monitored and scanned.

You should NOT:
- Use obscene, profane, rude, threatening, sexist, racist, disrespectful or inappropriate language.

4.5. Access to Inappropriate Material

Attempts to access inappropriate material using the school's ICT is monitored and logged by the school or the Catholic Education Office.

Some inappropriate material may be filtered or blocked by CEDR, however we acknowledge that full protection from inappropriate content can never be guaranteed.

You should NOT:
- Use ICT to access material that:
    - Is profane or obscene (e.g. pornography).
    - Advocates illegal acts.
    - Advocates violence or discrimination towards other people.
- Participate in internet social networks, online chats, discussion groups or mailing lists that are not relevant to your education.
- Access material which is not relevant to your education.
- Use the school ICT to purchase, order or sell any goods.

4.6. Illegal Activities

Students need to be aware that they are subject to laws which prohibit posting, receiving or forwarding of illegal material, including those governing bullying, trafficking and computer offences.

An electronic audit trail may provide evidence of offences.

You should NOT
- Attempt to gain access to any computer system or service, to which you do not have authorised access. This includes attempting to log in through another person's account or accessing another person's files or emails.
- Make deliberate attempts to disrupt other people's use of ICT.
- Make deliberate attempts to destroy data by hacking, spreading computer viruses or by any other means.
- Engage in any illegal acts.
- Install or use software on school owned devices which is not authorised by the school.

4.7. Plagiarism and Copyright

You should NOT:
- Plagiarise works found on the internet. Plagiarism is taking the ideas or writings of others and presenting them as if they were original to the user.
- Use material from the internet in a manner which violates copyright laws.
- Access or use material from the internet which relates to exam cheating or providing completed assignments.
- This also includes content generated by products such as ChatGPT and Google Bard (and other generative AI tools).

4.8. Network Security

You should NOT:
- Provide your password to another person.
- Go looking for network security access, because this may be seen as an attempt to gain unauthorised access to the network.
- Post information that, if acted upon, could cause damage to or disrupt the network.
- Open e-mails from unknown sources.
- Attempt to bypass the security settings of the school network or computing devices.
- Install or utilise software or technology e.g. VPN, anonymisers, or hotspots which bypass the school or CEDR filters or security systems.

4.9. Respecting Resource Limits

You should NOT:
- Post or respond to chain letters or engage in 'spamming'. Spamming is sending an annoying or unnecessary message to a large number of people.

5. Notification

You should:
- Report inappropriate communications using the application's reporting mechanisms.
- Notify your teacher or carer if you identify a possible security problem.
- Immediately disclose accidental access to inappropriate material to your teacher. This will protect you against an allegation that you have intentionally violated the School's ICT Code of Practice.
- Notify your teacher if you are offended by another person's use of ICT.
- Tell a teacher or parent/carer if someone else is doing something which offends you or is not permitted.

6. Consequences of Improper Use

Minor breaches of the ICT Code of Practice will be addressed by the relevant Holy Spirit College staff member in line with Holy Spirit College's behaviour management procedures. If deemed appropriate, the student's account may be suspended.

Ongoing or serious breaches of the ICT Code of Practice may result in further consequences, including suspension and / or exclusion from the college.

Please note, all schools and colleges in the Diocese of Rockhampton are legally required to pass on information to police relating to the possession, distribution or production of child sexual abuse material, images or video of themselves or their peers, including that which has been taken or shared consensually. The outcome of the investigation conducted by police will impact the consequences to the student/s by the college.

In summary, any user violation will be recorded and may be subject to the following consequences:
- Loss of access privileges for a period of time.
- Informing parents/carers.
- Suspension or termination of enrolment.
- Legal action.

7. Cloud Services for Education – Advice for Parents

7.1 All students have access to educational collaborative Virtual Learning Environments (VLE) which include Google Workspace for Education and Microsoft 365. These environments provide access to email and a range of collaborative and productivity tools.

7.2 In using the Virtual Learning Environments provided through CEDR, students (with parent/guardian permission) consent to the transfer, processing and storage of their data within cloud services.

7.3 The agreements with Google and Microsoft and the actions taken by CEDR to establish ICT Codes of Practice will ensure the protection of personal information in accordance with national privacy, data usage, and data security guidelines.

- All advertising is disabled for education users to ensure that there is no tracking of school emails or web browsing.
- All mail is automatically scanned to perform spam filtering, virus detection and to block inappropriate content.
- While connected to the CEDR network, internet traffic is scanned by Web Content Filtering technology.
- Authorised staff within Catholic Education will have the ability to access, monitor, and audit emails and associated data as well as internet sites visited for the purposes of managing the system and ensuring its proper use.

8. Holy Spirit College Laptop Program Guidelines

The Students at Holy Spirit College can utilise any one of the following devices:

LEASED Laptop
- (CEDR) Domain-connected
- Standard Windows build (currently Windows 11)
- (Microsoft) Office 365 installed
- Sophos (anti-virus) installed
- Operating System and software updated managed and deployed automatically
- No 'admin' (Family) account
- AB Tutor (student classroom management) agent installed
- Papercut (printing) agent installed
- ZScaler Client Connector installed for secure internet browsing from anywhere
- Company Portal available for (other) authorised-software installs
- Automatic device connectivity to CEDRWiFi
- Includes 3 years warranty, and 3 years ADP (insurance) for breakages
- Includes TANC Bag
- Device will have a 'Holy Spirit College Skin' applied

PARENT-OWNED Laptop
- Option A – Purchased through the College and College-managed
- Option B – Parent-purchased, Parent-managed

Note: Prior to 2024, students enrolling at Holy Spirit College utilised a Parent-Owned laptop. From the commencement of 2024, all Year 7 students enrolling at the College each year, will be required to use a leased laptop.

8.1. Goal Statement

Our goal is for Holy Spirit College students to have their own laptop to support their secondary education. Online resources provide a wealth of teaching tools to enhance our learning programs.

Our students will use their laptop to:
- learn 'anywhere, anytime'.
- use the Internet.
- access information instantly at their desk without needing to be scheduled into a computer room.
- access 'digital textbooks' and resources such as Google Classroom, videos, animations, documents, tutorials and live interviews, and face to face conversations with classes in other countries.
- access information quickly so there is more time for deeper understanding, analysing and connecting ideas.
- work ahead or revisit online learning for more practice.
- organise their work for class and assignments.
- continually develop proficiency with computers for living and working in a digital world.

- understand how to be safe in the online world through Cybersafety training.
- collate information from many sources into their own conclusions.

The laptop does not:
- replace handwriting, spelling, English and Mathematical skills, exercise books and Libraries.
- replace our traditional ways of teaching and learning but adds new dimensions.

8.2. Using your Laptop

Students are to bring their laptop to school each day fully charged. Parents will be notified via email if there are any issues. Teachers may request that students make up work that was not completed due to their laptop not being available or not functioning.

Holy Spirit College provides students with internet access to Google Classroom, Microsoft Office 365 and a Learning Management System (LMS) called Student Café. Student Café also provides access to student daily and weekly timetables, daily notices, attendance and links to the student webmail system.

Teachers provide subject resources to students such as: assignment cover sheets, worksheets, revision, links to online resources, research information and documents, online submission of checkpoints and final assignments, updates on completion of assignments and due dates, class discussion forums and blogs, and online tests.

*Students will still be required to produce handwritten work and use printed texts and novels.

Privately installed software - Company Portal
Students are able to add software to their laptop from the Company Portal. Leased laptops, by default, have access to the Company Portal. 'Option A' and 'Option B' laptops will need to follow the process detailed in Appendix E to gain access to the Company Portal (or visit the ITHelpDesk to seek assistance).

Software installed from the Company Portal remains within copyright and licensing, and is suitable under the College's ICT Code of Practice and Laptop Guidelines. Any additional software not covered in the Company Portal should be validated before installing.

If the addition of software to laptops causes conflict with other installed programs resulting in impaired performance or insufficient disk space for school work, the laptop may need to be re-imaged at the ITHelpDesk to allow for successful operation. Only leased laptops and 'Option A' laptops are able to be re-imaged by the ITHelpDesk.

Note that troubleshooting issues with Option B laptops is, ultimately, the responsibility of the parent. The ITHelpDesk is only able to offer advice with these laptops.

Battery

Students will need to make sure their laptop battery is fully charged each day. They will need to ensure that their laptop is on charge overnight, if needed, to ensure it is fully operational for the school day. Students should ensure they have sufficient battery charge to last until the end of the school day if they choose to use their laptop during recesses. **Students are not permitted to charge their laptops with the charging cable at the College.**

From 2025, included on the 'Stationery & Equipment List' (on the HSC website) for all Students, is a **Power Bank/portable charger for Laptops**. When Student laptops are new, a laptop battery should easily last the full day, but as the laptop gets older, we do understand that the battery also will degrade. The inclusion of a **Power Bank/portable charger** for your student's laptop, especially as the laptop ages, will provide piece-of-mind that your student will be able to provide power to the laptop during class for a small amount of time, if the laptop starts getting to the point of not holding charge.

Some suggestions provided by HP to care for the HP battery can be found in Appendix D, as well as some suggestions on choosing the right power bank for your laptop.

Note that the IT Helpdesk has a process to check batteries in College purchased and leased laptops. If the battery is found to be 'failing' (and the laptop is still under warranty), we can log a job with HP to have the battery replaced.

Note also that the College has a small number of power banks available for students to borrow (period-by-period), as a last resort if the student doesn't have theirs available on a particular day. Usage of these devices are tracked, and repeat-users of these will be queried.

TANC Bag

Leased laptops and some previous 'Option A' laptops have been provided with a TANC 'protective case' (bag). These bags might not be fashionable but, in our experience, they are functionable, and they do protect the laptop.

All leased laptops are provided with a TANC bag. **Students of leased laptops must carry their laptop in this bag.** If the leased laptop TANC bag is needed to be replaced, there will be a cost passed onto the Parent to pay for the replacement bag.

Please also note:
- There are two handles on the TANC bag. Students must use both handles to carry the bag.
- Do not overload the TANC bag with additional items. The TANC bag must be zipped closed at all times.

Further information on the care of the laptop can be found in Appendix C.

ITHelpDesk for Students

Should a student experience difficulty with the operation of their laptop they should visit the ITHelpDesk in Room 12 to report the problem.

The ITHelpDesk is open between 8:15am and 3:15pm on school days. During class time, the ITHelpDesk can only be accessed by students if a teacher has directed a student to do so and the teacher has called the ITHelpDesk first to make sure there is someone available to assist. Students will need to bring their Student Diary with them when visiting the ITHelpDesk.

The ITHelpDesk will assess the problem. The following steps may be taken:

- Minor problems will be attended to by the ITHelpDesk Assistant where possible.
- Software problem – laptop will be booked in for re-imaging to the original setup to eliminate problems so the student can resume use. All contents of the laptop will be erased in the re-imaging process. Students will need to backup all their work and re-install.
- Warranty problem – where the laptop appears to have a hardware problem which is covered by warranty, the laptop will be registered for warranty repair (within the warranty period). Students will be notified when the laptop is ready for collection. The College has a small stock of laptops which may be loaned to a student awaiting a warranty repair.
    - The 'conditions of use' of loaned laptops will be explained to the student prior to distribution.
    - **Any damage to a loaned laptop will need to be repaired at the student's expense.**
- Accidental Damage Protection (ADP) is included with the College-managed HP Laptop packages. Students are covered for 3 major component replacements due to accidental damage per year ($60.50 HP excess is payable per claim). Students presenting damaged laptops to the ITHelpDesk for repair will be asked to complete a form outlining the circumstances in which the damage occurred. This form will need to be returned to the ITHelpDesk signed by parents and the HP ADP excess paid to Holy Spirit College Finance Office before repairs can be arranged. (Details of the Damage Reporting Process for ADP is outlined in Appendix A.)

Accidental damage and Non-Accidental Damage

There are two types of damage as defined by the College.

Accidental Damage	This situation is when a laptop is damaged and the student and parent have met all the requirements as outlined in the ICT Code of Practice and Laptop Guidelines. Covered damages include non-intentional liquid spills in or on the unit, drops, falls, and electrical surges. This includes damaged or broken liquid crystal displays (LCDs) or broken parts. *The College will cover the repair costs in the case of accidental damage under warranty and accidental insurance cover. Parents/carers will be required to pay the excess costs of $60.50 (per claim)*
Non-Accidental Damage	Where a laptop is lost, stolen or damaged and the requirements stated in the ICT Code of Practice and Laptop Guidelines have NOT been adequately observed. The following are examples of Non-Accidental damage or loss: • Damage as a result of not carrying the laptop in the provided protective bag. • Theft while laptop left unattended and out of view of the student. This includes leaving the laptop outside a shop, on a school sport field, school bus shelter/train station, or unattended in a classroom outside of normal school hours. • Scratching of the casing and/or bruising/cracking of the screen as a result of misuse. • Theft or loss of AC adaptor, power or network cords. *The College will not cover the cost of repairs when a laptop is damaged as a result of misuse or where guidelines have not been followed as outlined in the ICT Code of Practice and Laptop Guidelines. The parent/carer will in this case be responsible the full cost of repairs/replacement.*

The College ITHelpDesk is not available during school holidays.

ITHelpDesk for students using Option B (Bring Your Own Device – BYOD)

The ITHelpDesk assists students to make connection to the College's wireless network. Logins and passwords are supplied to students so they can access licensed online learning. Basic software requirements (available from the ITHelpDesk), will need to be available on the laptop for student use in class and supplied and maintained by the family.

Students who have problems with their Option B laptop can bring it to the ITHelpDesk for advice. While we do not repair 'Option B' laptops, the ITHelpDesk may be able to offer advice on the next step to solving the problem.

The ITHelpDesk does not have a re-image capacity for laptops other than the current College-purchased laptop models so will be unable to assist with re-imaging. Parents of these laptops will need to seek an external repair service or make a warranty or insurance claim as required according to the agreements made with their vendor.

The College can provide a Hire Laptop for a short period of time while Option B laptops are being fixed. There is a fully refundable deposit required. Hire laptops are organised through the ITHelpDesk and are to be taken to the Library at the end of each day and collected from the Library at the start of each day by the student (i.e. they are not be taken home).

Any damage incurred to Hire laptops will need to be recovered from the parents.

At Home
Holy Spirit College provides external access to the College Learning Management System (Student Café) to allow students access to these resources from home. Students may also require external access to other online resources (e.g. Google Classroom, Box of Books, Maths Online and Education Perfect) as directed by their class teachers. An Internet connection at home will allow students to access this material whenever they wish. Students are welcome to install their home wireless network on their laptop for use at home.

Holy Spirit College is committed to equity for all students. If the Internet is not available at home then students will be able to access the Internet in the Library after school each day. Students also have the option of copying documents to their laptop at school to be used at home. Please let the subject teacher know if there are particular requirements.

Printing
As digital learning continues to develop, the necessity for printing reduces. If a student needs to print, however, they may use the Library facilities during recesses and after school each day. Printing is a resource which needs to be used by students in a responsible manner and with respect for all other users. Research printing should abide by copyright guidelines and be economical by cutting and pasting essential content only.

In the Library, students send their print jobs to high-speed photocopier devices and then log onto the photocopier to 'release' their print job. Print jobs sent to the printers by students will remain in the printer queue for 24 hours, after-which time the print job will be auto-cleared (deleted) from the photocopier queue.

The amount of printing being carried out is monitored closely by staff. There may be additional costs incurred for printing if predefined levels are exceeded.

Printing to home printers is also an efficient method for students to obtain hard copies. Families are welcome to install printer drivers for the home printer on their student's laptop.

Backup Responsibility
Students are responsible for 'backing up' all their work including group work. Saving work on to the hard drive of their laptop is not sufficient protection against loss. Loss of work due to equipment failure is not accepted as a reason for not submitting assessment on time. Students will need to have at least one backup device (multiple are recommended) and to backup on a regular schedule e.g. fortnightly to very frequently when large volumes of work are being done.

A USB stick is valuable for ease of transport and accessing printing at school if required. This device can also be used to store (or backup) student files. Students may find other alternatives for larger storage such as an external hard drive, which also gives extra security against loss of valuable work. Emailing work to their own (personal) account is another way to backup if other methods are not available although this will be dependent on the size of the storage available for the email account. It is good practice to save throughout a work session. Holy Spirit College also recommends students utilise Google Drive for automatic saving in the cloud.

Where significant progress has been made on an assignment involving larger volumes of text a printed copy at important stages is also a valuable backup. A printed copy of partially completed work can also be submitted as evidence of progress.

Earphones
Students should have a set of earphones. To ensure a productive working environment for all students, sound will be muted at all times and earphones are only to be used whenever a teacher directs students to listen to audio files on their laptop.

Managing Files
It will be to the student's advantage not to waste valuable learning time in class searching for files in their hard drive. A hierarchy of folders needs to be created by all students with levels for subjects and terms or topics so that work can be stored and located efficiently. Files should be clearly named and additional folders created as required.

Security and Care of the Laptop
Students are responsible for the safety of the laptop at all times. They should always know where it is and must not leave it unattended. While the College institutes guidelines and procedures to protect all private and College-owned items, the College cannot accept liability for the security of students' possessions. The student is responsible for any material on or transmitted from their laptop so they must not leave it available for other students to use or tamper with. Further information on the care of the laptop can be found in Appendix C.

Students with a leased laptop are not permitted to add stickers to their laptop or mark the laptop in any way. Students with these laptops are not permitted to remove the 'Holy Spirit College Skin' that covers the top of the laptop.

If the leased laptop skin is needed to be replaced by the IT Helpdesk, there will be a cost passed onto the Parent to pay.

Internet safety
The College Internet service provides a level of filtering which is used by many Catholic Colleges throughout Australia. Every effort is made by the filtering service to ensure that unsuitable material is not accessed by students; however, this is not an absolute guarantee. Staff at Holy Spirit College provide supervision when the Internet is in use by students to add another layer of protection. Ultimately there is no perfect protection and students are responsible for

managing their Internet usage. Anything they view that causes them concern should be reported to their teacher and students should follow cybersafe practices – refer Appendix B.

Students using the Internet from outside of the College network are under the protection of their parents. College-managed laptops have added protection of a product called 'ZScaler Client Connector', which provides similar internet protection for the Students while away from the College network, to what they get when they are logged into the College network. This product can also be made available for previous College-purchased laptops, should the Parents request this.

For Option B laptops, commercially available software can provide some protection, and the ITHelpDesk can assist with recommendations.

Supervision by parents while students use the Internet from home is an invaluable support for students.

Students must not agree to meet with someone they have met online.

On task learning
Students are to remain on task with the use of their laptop and Internet access. Electronic communication with others in the College grounds or in the outside community is prohibited unless directed by a teacher through a learning activity.

Monitoring Laptop Use – AB Tutor
All leased laptops used at Holy Spirit College are monitored by teachers using a licenced software package called **AB Tutor**. It is a requirement that Option A laptops and Option B laptops have **AB Tutor** installed (from the Company Portal). Instructions for the Option A/B students to do this are included in Appendix E of this document, or students may visit the ITHelpDesk to have staff install it for them.

Internet access at the College is monitored and all student Internet use is logged and tracked.

Information Technology Staff
IT HelpDesk Admin   Mrs Susan Henri
IT Systems Support   Mr Lachlan Worsley
IT Systems Administrator   Mrs Julie Ward
IT Manager   Mr Brendan Field

IT HelpDesk opening hours   8:15am-3:15pm week days
Ph: 4994 8600 / Email: ITHelpDesk@hsc.qld.edu.au

8.3.   Approved Use

Scope
These guidelines apply to all laptops as per defined at the start of Section 8 of this document, irrespective of ownership. The guidelines also include any other peripherals that are considered by the IT Manager to come under this agreement. It applies to all Holy Spirit

College IT resources regardless of how they are accessed and including access through all College and user-owned laptops, whether wired or wireless or remotely accessed over the Internet through the user's own resources.

These guidelines can never anticipate all possible advances and uses of technology and therefore students who are unsure about their usage should seek clarification from a teacher as soon as possible. If a student acts in a way that is against the contents and intention of the guidelines, they will be subject to consequences according to the College's policies. This may also result in loss of access to the College's IT services and the student working by other means. If necessary, offending material may be supplied to external authorities.

Privacy

Additional software may be installed onto laptops, but this software must not contravene the ICT Code of Practice and Laptop Guidelines or any other policies of the College regarding the legality, suitability and appropriateness of the software for the educational environment for which the laptops are intended.

While parent-owned laptops are the personal property of the student, all laptops used within the College Network environment will have classroom monitoring software installed. Holy Spirit College reserves the right to regularly monitor student laptop use and to look at a student's laptop hard drive or other storage devices used at the College, if there is reasonable suspicion that the laptop is being used for an inappropriate or dishonourable purpose. When a laptop is handed in to the ITHelpDesk for support all information is accessible to the IT staff and external repair technicians.

IT Staff are responsible for the operation and maintenance of the IT systems and wireless network and this often requires backup and caching of data and monitoring online actions including logging website access, news-groups access, protocol, bandwidth and monitoring of general usage patterns so complete confidentiality and privacy is not guaranteed.

Appropriate Content

Information disseminated via the College's IT services is a reflection of how the global community perceives the College. All students using the services are encouraged to show that they are positive ambassadors for Holy Spirit College and themselves. No obscene, inflammatory, racist, discriminatory or derogatory language should be used in any form of communication.

Audio recording, photography and videoing functions

The use of live audio recording, photography and videoing functions on any laptop without the permission of the person being recorded and the instruction of the teacher is an unacceptable use of the device.

Copyright

The College is committed to total compliance with all copyright and related legal conventions. Holy Spirit College is the sole licensee of any licensed software supplied to students. Any copying, modification, merging, or distribution of the software by the student, including written documentation is prohibited.

Students must comply with all applicable laws and regulations. The rights of copyright owners should be respected. Permission should be requested from the copyright owner where there is uncertainty over rights to use a work.

System Resources
Internet usage, printing and network storage are limited resources and should not be wasted. Students are required to use these valuable resources appropriately and with respect for other system users and their rights to share in these resources. Students who undertake excessive or inappropriate usage may be required to pay for this usage or may not be provided with access.

The network has been established for educational purposes including classroom activities, career development and high-quality self-discovery activities. These activities must be carried out according to the directions given by Holy Spirit College staff. Students should only use software specified by their teacher for activities specified by their teacher.

Use of unauthorised programs or intentionally downloaded unauthorised software, graphics or music that are not associated with the learning activity as directed by a staff member is prohibited. Students should never knowingly distribute spam, eg unsolicited advertising material or a computer virus or attachment that is capable of damaging recipients' laptops, or disable settings for virus protection, spam and filtering that have been applied by the school and not attempt to evade them through use of proxy sites.

Student use of the Holy Spirit College network must not conflict with Catholic ethos, any part of the ICT Code of Practice or other College guidelines and policies.

Students may not enter computer rooms unless a teacher is present. No food, drink or gum (or any other substance or activity that is likely to damage school property or the rights of other College members) is allowed in the computer rooms or adjacent to computers.

Limitation of Liability
The College makes no guarantee that the functions or the services provided by or through the College system will be error-free or without defect. The College will not be responsible for any damage suffered, including but not limited to, loss of data or interruptions of service. The College is not responsible for financial obligations arising from the unauthorised use of the network and accepts no responsibility for the contents of sites accessed through links on the College website. The College accepts no responsibility for damage to student laptops.

Consequences
Breaches of the ICT Code of Practice will be managed through the Responsible Thinking Program. It is expected that damages will be paid for in full should a student mistreat school-owned equipment.

Appendix A

Reporting Damage for Accidental Damage Protection (ADP)

Leased laptops and Option A laptops are equipped with Accidental Damage Protection (ADP) which allows for 3 major component replacements as a result of accidental damage, per year, for the 3 years of the warranty period. (An accident to a laptop may involve the replacement of more than 1 major component.) An excess of $60.50 is payable to HP per accidental damage claim and must be paid prior to the repair job being lodged. (A laptop can be loaned to the student, upon receipt of payment for the ADP.)
The following outlines the steps required for reporting physical damage to Option A laptops:

- Student presents their damaged laptop to the ITHelpDesk in Room 12.
- Student will be asked to complete a "Student Laptop Damage Form".

- Student takes the "Student Laptop Damage Form" home (with their damaged laptop) for parent/carer to view and sign.
- Parent/Carer pays the required HP ADP Excess of $60.50 to Holy Spirit College Finance Office.
- Once the HP ADP Excess is paid, the student returns the signed "Student Laptop Damage Form" with the damaged laptop to the ITHelpDesk so that a job can be lodged with HP for repair.

Appendix B

Cybersafety

The following guidelines comprise a list of behaviours which provide a safer online environment for students.

When using laptops students will:
- ensure that communication through Internet and email services is related to learning.
- keep passwords confidential and change them when prompted or when known by another user.
- use passwords that are not obvious or easily guessed.
- log off at the end of each session to ensure that nobody else can use their e-learning account.
- promptly tell their teacher if they suspect they have received a computer virus or spam (i.e. unsolicited email) or if they receive a message that is inappropriate or makes them feel uncomfortable.
- seek advice if another user seeks excessive personal information, asks to be telephoned, offers gifts by email or wants to meet a student.
- keep personal information including names, addresses, photographs, credit card details and telephone numbers, of themselves or others, private.

When using the school services (or similar personal equipment) students will not:
- allow others to use their personal accounts.
- deliberately use the electronic identity of another person to send messages to others or for any other purposes.
- enter 'chat' or 'social networking' Internet sites without the permission of a teacher.
- take photos or video of members of the school community without their consent.
- relay a message that was sent to them in confidence.
- send chain letters or hoax emails.

This section addresses the particular use of these technologies that has come to be referred to as Cyberbullying.
Cyberbullying will be taken and dealt with very seriously at Holy Spirit College. The school will investigate and take appropriate action where this kind of bullying occurs. Parents can also seek advice and assistance where Cyberbullying takes place outside of school hours. Consequences include, but are not limited to: investigation, mediation, suspension, and parent and police involvement. Students should be aware that if they use technology in an inappropriate manner they could be committing a crime. When using school services or non-school services students must never send or publish, either through Internet sites, e-mail or mobile phone messages:
- unacceptable or unlawful material or remarks, including offensive, abusive or discriminatory comments.
- threatening, bullying or harassing material or make unreasonable demands.
- sexually explicit or sexually suggestive material or correspondence.
- false or defamatory information about a person or organisation.
- the school name, crest, or staff images without the written permission of the Principal.

Students need to be aware that all use of Internet and email services are monitored.

Appendix C

Care of Laptop

Handling your laptop

- The laptop should be within the protective case when being transported.
- Never carry the laptop while the screen is open, unless directed to do so by a teacher.
- Some carrying cases can hold other objects but these may add extra pressure and weight on the laptop screen and damage it.
- The laptop may be hibernated while not in use for short periods but should be shut down at the end of day for transportation.
- Do not lean on the top of the laptop when it is closed.
- Do not place anything near the laptop that could put pressure on the screen.
- Do not deliberately bump the laptop against lockers, walls, car doors and floors as it will, in time, break the screen even when it is in its bag.
- Ensure all your laptop components are labelled with your name.
- Never leave your laptop unsupervised.
- The laptop bag should be fully zipped up before being carried.
- Unzip the laptop bag fully before taking out the laptop to avoid damage.
- Avoid exposing your laptop to:
  - direct sunlight or sources of heat such as desk lamps
  - dust, dirt, rain, liquids or moisture
  - heavy shock or vibration
  - magnets or magnetic fields

Operating your laptop

- Before switching on, gently place your laptop on a stable surface and then switch on.
- Do not use the laptop in a moving vehicle.
- Do not install another virus protection program which may conflict with the current version.
- No food or drink should be placed next to your laptop.

Laptop screens

- Screens are very delicate - never poke, prod, push or slam a screen.
- Never pick up your laptop by its screen.
- Never apply water or cleaner to the screen.
- Avoid applying pressure to the screen.
- Do not place anything on the keyboard before closing the lid eg pens, pencils, USBs.

AC adapter (home use only)

- Connect your adapter only to your laptop.
- 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 the cord too tightly around the power adapter or the chord will become damaged.

Keyboard

- Gently brush your keyboard with a clean soft bristled paint brush or similar to remove dirt.

Appendix D

Care of Battery

Improving battery runtime – HP support advice

Here are a few tips which can help you improve the battery life of your laptop:

- Disable wireless communications when not in use. Please check your user manual on how to disable Wireless LAN and Bluetooth on your model.
- Minimize the screen brightness of the built-in LCD panel to the minimum value you feel comfortable with. The lower you set your brightness, the less power you will use.
- Use an optimized power plan; all modern Operating Systems offer several options to optimize the power usage of your system when you are not using it for a short period of time. Hibernation or Standby Mode will allow the laptop to use minimum power while you are away and to resume operation quickly when you are ready to use it again. Use the Power Options to configure the laptop to go inactive after a period of time.
- Try to avoid running heavy tasks, such as video editing or playing 3D games, on battery power. If you do, save your progress regularly to avoid losing work, since battery runtime will be highly impacted.

Note: all batteries lose capacity over time. While these tips can help improve the runtime, they will not reverse the effect of ageing on a battery. It is normal behaviour for a battery to lose capacity over time, and is not a sign of failure.

Other useful tips
- If you have multiple applications open at the same time, close the ones you are not using. Every application that is running will drain the battery.
- Connecting other devices that require power from the laptop will drain the battery.
- Avoid extreme temperatures, do not leave a laptop outside in the cold weather or leave it in a hot car. Hot batteries discharge very quickly, and cold ones can't create as much power.
- Decrease or mute the Laptop Speaker Volume.

Choosing the right power bank for your laptop

Here are a few tips for choosing the right power bank for your laptop:

- Check your laptop's power ratings and voltage output, which are usually on the current AC adapter or in the manual. Most laptops require a power source worth 16 or 20 Volts. **The laptops supplied by the College (both Lease and Option A) require 20 Volts.**
- Choose a power bank with a high charging capacity, measured in milliampere hours (mAh), that can charge your laptop fully at least once. **For the laptops supplied by the College, a power bank of capacity 20,000 mAh (or higher) would be the ideal range for these machines.**
- Compare the charging output and input of the power bank and your laptop, and make sure they are compatible.
- Look for a power bank with a reputable brand name, a good build quality, a number and type of ports that suit your needs, safety features, and LED indicators. **Google using a phrase such as "choosing the right power banks for your laptop", then look for reputable (Australian) sites such as Choice, or ask the question to a local tech company who you trust.**

Appendix E

Connecting to the Company Portal

Connecting 'Option A' and 'Option B' laptops to the Catholic Education Rockhampton (CEDR) Network

The following process pairs the currently logged-in user with their RokStu account. To view this process please click on the link below:
https://www.youtube.com/watch?v=QSyVw8yRdlk

Laptop requirements for connecting to the Company Portal
- Laptop must be Windows 11
Note: This process is not applicable for Apple devices

Default enabled options
- Windows updates are enabled and set to auto install between 8pm and 5am.
- HP and Dell driver updates are deployed, if applicable.
- The device 'Compliance Policy' is run and noted. (If the device is not compliant, a non-Compliant Tag is assigned.)
- Edge account SSO sign-in.
- 365 Applications SSO sign-in.
- OneDrive is excluded from SSO because a personal OneDrive account may have been configured previously. In this instance, the user will need to add a second account to OneDrive to allow corporate access.
- Zscaler Certificate.

Auto Deployed Software
- Office 365 (set to remove existing office installations)
- Google Chrome (update existing installations)
- Zoom (update existing installations)
- Vivi (update existing installations)
- Company Portal
- Dell Command update / HP Drive Assistant

Company Portal
The company portal has installable software which is available to all users. Software like "Papercut print deploy" can be installed by the student to allow access to college printers once authentication has been supplied.

LEASE LAPTOP USE AGREEMENT: STUDENT

STUDENT: …………………………………………………………………

YEAR LEVEL: ………………………………………………………….

PASTORAL CARE GROUP: ………………………………………….

IT resources are available to all Holy Spirit College students. College email accounts are provided for each student for use in curriculum related activities and communication with teachers. 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 abide by the College's *"ICT Code of Practice and Laptop Guidelines".*
- The College email accounts, Google Drive, blogs, personal web pages, Google Classroom pages or any other computer based material are not private and may be viewed by staff at any time.
- I will treat all ICT equipment with respect and due care. Vandalism or any attempt to harm or destroy the data of others will result in the cancellation of my user rights and further disciplinary action.
- I will not modify the application or operating system software provided on my laptop without the permission of the IT Department.
- I will not access or store offensive images or audio on the laptops or other digital storage devices.
- I will fully charge my laptop each evening in preparation for school the next day.
- I will not charge my laptop while at the College.
- I will regularly backup data on my laptop to the network.
- My parents will be aware of and monitor my use of my laptop and the internet at home in accordance with policy and procedures laid down by the College.
- I will promptly report any damage to the hardware and/or software to the IT Helpdesk.
- I will transport my laptop in the supplied protective bag at all times.
- I will keep my laptop clean and free of graffiti and non-College sanctioned stickers.
- I will take all reasonable precautions to ensure that my laptop is not lost or damaged.
- I understand and will abide by the *"ICT Code of Practice and Laptop Guidelines"* Policy.
- Should I commit any violation, my access privileges may be revoked and disciplinary action may be taken.

 I have read and agree to abide by all the expectations listed above.

Student Signature .... Date ....

Parent/Carer Signature .... Date ....

NOTE: Failure to accept this agreement to your school will result in loss of access to ICT. Please respond and approve this access via TASS Student Café. There is no need to return the paper form.

LEASE LAPTOP USE AGREEMENT: PARENT

STUDENT: …………………………………………………………………………

YEAR LEVEL: …………………………………………………………………….

PASTORAL CARE GROUP: ………………………………………………….

Between Holy Spirit College and .... as Parent/Carer of the

Student...(Child's Name).

- I acknowledge that my child will receive a laptop, and it is for use by my child.
- I agree to pay Holy Spirit College the required amount each year (via College fees) for the laptop lease. If financial difficulties occur, I agree to notify the Finance Department immediately.
- I understand that the laptop will be tested before possession is taken of it and will be in full operational order, with respect to both hardware and software.
- The lease laptop is the property of the College.
    - In the case of "Accidental" damage I agree to pay an *excess* to the College for each claim
    - In the case of "NON Accidental" loss or damage, I agree to cover the entire cost of repairs.
    - In the event that the laptop is lost or stolen I will advise the College immediately and complete a *Student Laptop Damage Form*.
    - I agree to return the lease laptop to Holy Spirit College, if my child departs the College.
- I agree that my student will be supervised when operating the laptop in accordance with policy and procedures laid down by the College.

As the parent /carer, I have read the ICT Code of Practice. I understand that these resources are designed for educational purposes. I also recognise that it is impossible to completely restrict access to controversial material. I hereby give permission for my child to be given access to information and communication technologies as deemed appropriate by the college. I am also aware that ICT Cloud service providers used by the Catholic Education Diocese of Rockhampton may transfer, store and process data outside Australia.

Parent/Carer Name: …….

Parent/Carer Signature: ……………………………………………………………………………… Date: …………………………………

NOTE: Failure to accept this agreement to your school will result in loss of access to ICT.
        Please respond and approve this access via TASS Parent Lounge. There is no need to return the paper form.

OFFICE USE ONLY   Make: …….................................... Model: ……………………………………………….

Asset Number: …………………………………….   Serial Number: …………………………………………………

Information and Communications Technologies Code of Practice

PARENT-OWNED Laptop - Letter of Agreement

Student

I understand and will abide by this "*ICT Code of Practice and Laptop Guidelines*". I further understand that any violation of the "*ICT Code of Practice and Laptop Guidelines*" is unethical and may constitute a criminal offence. Should I commit any violation, my access privileges may be revoked, and disciplinary and/or legal action may be taken.

Name (Please Print): _____

Signature: _____ Date: _____

Parent or Carer

As the parent or carer, I have read the "*ICT Code of Practice and Laptop Guidelines*". I understand that these resources are designed for educational purposes. I also recognise that it is not always possible to completely restrict access to inappropriate material, even with Web Content Filtering systems in place.

I hereby give permission for my child to be given access to information and communication technologies as deemed appropriate by the College. I am also aware that ICT Cloud service providers used by the Catholic Education Diocese of Rockhampton may transfer, store and process data outside Australia.

Name (Please Print): _____

Signature: _____ Date: _____

NOTE: Failure to accept this agreement to your school will result in loss of access to ICT.
  Please respond and approve this access via TASS Parent Lounge and Student Café. There is no need to return the paper form.