



Hire to Buy Program: Student Charter

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Introduction

At Hervey Bay State High School, we believe it is essential for all students to actively participate in their learning and that it is imperative to embed technology to transform such learning. Our goal is for students across Years 7 to 12 to use devices as a tool to support key learning activities and for teachers to use them to facilitate deeper engagement in learning and higher-order thinking – giving opportunities for all students to develop their character, collaboration, communication, citizenship, creativity and critical thinking.

Hervey Bay State High School is committed to providing computer facilities to support various subjects however no school is in a position to finance a device for every student to take home. Parent/carer contribution is essential to achieve a digitally rich 1:1 environment and provide 21st century learning for students.

Our digital learning program:

- Recognises the demand for seamless movement between school, work and home.
- Assists students to improve their learning outcomes in a contemporary educational setting.
- Supports students to become responsible digital citizens.
- Enhances the teaching and learning process and achievement of student outcomes as well as the skills and experiences that will prepare them for their future studies and careers.

To support parents/carers in their decision-making, we offer two options:

- BYO Program – where students bring their own privately-owned, compatible device to school for the purposes of learning. Refer to the BYOx information for further details, available from our [website](#).
- Hire to Buy Program – where families enter into an agreement as detailed on the Student Resource Scheme.

This document explains how Hire to Buy devices are to be used at school and at home. While every effort has been made to cover all eventualities, there may be situations that are not covered in this document. In the event of an update, the school will advise parents/carers of any changes to the processes outlined in this agreement.

Equipment Ownership and Asset Recovery

All Hire to Buy devices and accessories are the property of Hervey Bay State High School. If the student leaves the school, the device and accessories must be returned to the school within 14 days of unenrolment or exclusion. If all items are not returned, the device and its accessories may be reported as stolen property to the Queensland Police and other legal engagements for recovery may be put into action. Reimbursement of the device or funds will be sought for the equipment and software associated with the device. After 14 days, unreturned iPads will be locked from use and disabled, and Windows laptops will have their connectivity with QLD state school networks rescinded to prevent Windows from functioning, which causes the machine to become inoperable.

Students who leave the school can receive a pro-rata refund of the Hire to Buy SRS fee for that calendar year. Students will have use of the devices during vacation periods at the discretion of the school. It is envisaged that students will keep the same device moving from year to year. Devices will have a three-year life span from new. Hire to Buy school assets are not to be personalised in any way, particularly engraving, being stickered or mistreated.

Hire to Buy Fees

To participate in the program, parents/carers are required to make regular contributions. This will cover additional costs incurred by the school in providing and supporting the device. The school managed period of the device is for three years, and it is retained as a school asset for this period of time – with students taking it home to use for learning purposes. After the three years and once the device is paid for in full, it is then released and retained as property of the parent/carer. In order to participate in our Hire to Buy Program, families are required to meet one of the following conditions:

- A signed Student Resource Scheme (SRS) form, renewed each year. School fees and Hire to Buy fees to be paid in a timely manner after receiving the device and its accessories, or
- A Centrelink direct debit agreement is completed and submitted to the Administration Office.



School Expectations

- Students must meet school assessment guidelines including the submissions of drafts.
- Devices must be brought to school every day, fully charged and ready for use.
- Parents/carers and students are responsible for ensuring devices are well looked after.
- Device chargers must remain at home, charging devices at school is not permitted under any circumstance.
- Devices must remain in their clip in cases (if supplied with one) at all times.
- Devices must remain in their carry sleeves (if supplied with one) when being carried.
- Students must ensure that there is sufficient data storage space available on devices, to allow them to engage in lessons and receive software updates (minimum of 30Gb available).
- Students must visit the IT Department office in the eHub during recesses to collect instructions to connect Hire to Buy iPads to the school's Wi-Fi network. It is imperative that the device is updated (Windows, iOS, MacOS) or the onboarding may fail at any given point during the steps undertaken to complete the process.
- The student will maintain connection with all teacher directed classroom management software, accept all invites via this software for the whole year and maintain connection to school Wi-Fi during scheduled classes.
- If there is a concern the student must bring the device or accessories applicable to the IT Department in the eHub during recess breaks as soon as possible to diagnose. Any damage to the device and/or accessories resulting from negligence, dismantling and tampering will be invoiced to parents/carers.
- Stickers and pen marking is not permitted on devices, their cases and accessories. The cost of removing stickers, pen marks, and similar modifications are invoiced to parents/carers.
- Parents/carers are not permitted to accompany students or move through school grounds into any building space for technical support. If assistance is required, they will communicate this to Admin Officers, who may arrange for an ICT Support Team member to come to the Administration building if they are available.

During Lessons

Hire to Buy devices are valuable learning tools. To make the most of learning time, the following routines for the use of student device must be followed:

- They wait to use their device or open apps until their teacher instructs them to do so.
- Communicating with other students using their device is not permitted.
- Hire to Buy devices are not permitted to be used during exams, unless they are otherwise instructed.

Apple Classroom

Hervey Bay State High School is committed to ensuring all members of our school community have safe and enjoyable learning experiences. Teachers at Hervey Bay State High school utilise Apple Classroom via their staff iPad, to allow them to easily monitor student iPad use in the classroom environment. Within the Apple Classroom app, teachers can monitor Bluetooth connected iPads, create workgroups, assign and share class activities and track student progress.

Students are required to accept all teacher "invitations" to Apple Classroom. Failure to do so, will result in the student not being permitted to use their iPad in lessons for that subject.

Software

The pre-loaded software provided with Hire to Buy devices by the school remain the property of the Department of Education and/or Hervey Bay State High School. Parents/carers must ensure that the software is not copied, deleted or transferred, without prior written consent from the school. Unauthorised use may breach copyright laws and the parent/carer may be held liable for any damages incurred.

Students will have the ability to install additional software on Hire to Buy devices with express permission of their parent/carer. Personal apps, movies or music may be download/copied onto devices. If a student is under the age of 13, it is a requirement that a parent/carer creates a login ID required for any software that does not use EQ credentials.



Personal apps, music and movies must not be downloaded during school time. It must be remembered that at all times, the device remains the property of Hervey Bay State High School and all personally downloaded media on the device must be appropriate and copyright free material. While students are permitted to install software, the device must at all times have sufficient space available for updates. VPN and torrent related applications are prohibited and banned without exception.

Students are not permitted to play games or engage in social media on their iPads at any time whilst at school. Parents are prohibited from installing Parent Control software onto Hire to Buy devices, and may only use built in software that provides the same functionality if such exists.

In the event of students misusing their device (example – playing games and/or using social media apps in class), the school may take action to place further restrictions on the device including a mandatory reimage (to regain space), and/or a change in filter level which prevents the login of for example, the iOS App Store and iTunes on iPads to install games.

Microsoft Office 365

While enrolled at Hervey Bay State High School (or any state school), students are eligible to use Microsoft Office 365. The program suite is browser based and can be used to view and edit documents on student devices.

OneDrive is part of the Office 365 Suite and provides students cloud storage to store, share and sync files between devices. Office 365 application versions are already installed onto all Hire to Buy devices.

Textbooks

As part of the Student Resource Scheme, students in Years 7 to 10 have access to digital textbooks via JacPlus until the end of 2024. JacPlus is installed on all Hire to Buy iPads and can also be accessed via: www.jacplus.com.au

Hire to Buy Device Care

The student is responsible for taking care of and securing their device and accessories in accordance with school policies and guidelines. Students are not permitted to personalise their devices and/or supplied accessories while it remains the property of Hervey Bay State High School. Any Hervey Bay State High School identification labels are not to be removed, covered or tampered with in any way.

Devices should be stored in school bags when moving between classes or around the school. While at school, devices should be used for educational purposes only. This includes the use of camera, video and over air transfer (Airdrop) functions - this use of these devices is only permitted under teacher direction. To avoid damage, food and drinks should be kept away from the device and its accessories. The device is not to be shared with other students or family members while it remains the property of Hervey Bay State High School.

Students are responsible for ensuring their device is turned on and connected via Wi-Fi at school to receive updates. If the device is an iPad, it must be updated at home (iOS operating system) including all installed apps. Students are to ensure their device and accessories are well maintained and in good working order at all times.

Device Accessory Care

Under no circumstance is a device's case or sleeve to be disassembled or its screen protector removed by a student or parent/carer. If there is an issue with either or charging packs and cables, the device and respective accessory must be returned as soon as possible to the high school for inspection and rectification by technical staff. If damaged items need to be replaced, the school will provide these and the cost will be invoiced to parents/carers. All accessories are to be looked after and kept clean at all times. Any cleaning that has to be undertaken by school staff will be invoiced.

Accessories are expected to sustain a reasonable amount of wear and tear over time, such as rubbed surfaces or minor scrapes. There is no guarantee that a device will be issued with a new case or with one that hasn't sustained a reasonable amount of wear and tear. Screen protectors are expected to be kept in good condition with only minor wear from fingers, it is not reasonable to expect them to be scratched.



Data Security and Back-ups

Students must understand the importance of backing up data securely. Should a hardware or software fault develop, assignment work that has taken a considerable time to prepare may be lost.

The student is responsible for the backup of all data onto their school OneDrive account which is safeguarded by a scheduled backup solution. They are also able to save data locally to their Hire to Buy device for use away from the school network. The backup of this data is the responsibility of the student.

Students must be made aware that in the event that repairs need to be carried out on the device, that all local files stored on it may be lost without recovery. In this case, students are responsible to ensure that all of their school work is backed up regularly, and before the device is handed in for repairs/maintenance.

Acceptable Device and Internet Use

Upon enrolment at Hervey Bay State High School (or any QLD state school), parent/carer permission is sought to give students access to the internet, based upon the policy contained within the school's enrolment forms. This policy also forms part of this Student Hire to Buy charter. The acceptable-use conditions apply to the use of the iPad and internet both on and off the school grounds. Communication through internet and online communication services must comply with Hervey Bay State High School's [Rules and Policies](#) for Students.

iPad PIN Security

Hire to Buy iPads must be secured with a 4 or preferably 6 PIN security code. Students must not disable this security under any circumstance. Student PIN codes must not be obvious or easily guessed; they must be kept confidential, and changed when prompted or when known by another user. A PIN is required to be able to sign into Microsoft Outlook.

Digital Online Footprint

Students should be conscientious 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 promote online are easily searchable and accessible. This content may form a permanent and indefinite online record.

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/carers are requested to ensure that their child understands this responsibility and expectation. The school's [Rules and Policies](#) also supports students by providing school related expectations, guidelines and consequences.

CyberSafety

If students believe they have received a virus or spam (unsolicited email), or if they have received a message that is inappropriate or makes them feel uncomfortable, they must inform their teacher or parent/carer (if after school hours) immediately. Students are encouraged to report and learn about a range of cybersafe issues.

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

- A message sent to them in confidence.
- A virus or attachment that is capable of damaging the recipients' device.
- Chain letters or spam (such as unsolicited advertising) and hoax emails.
- Emails with explicit language of any kind, copyrighted, exam related and plagiarised materials.

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.
- Emails with explicit language of any kind, copyrighted, exam related and plagiarised materials.

The [eSafety Commissioner](#) provides tips and advice on what parents/carers need to know, including online safety basics, good habits, privacy and the hard-to-have conversations.

Online Safety - Stymie

Stymie encourages students and bystanders to send anonymous notifications to Hervey Bay State High School, about someone who they believe is being bullied or harmed. The notification interface allows bystanders to upload evidence (e.g. screen shots of Facebook discussions, Snapchats, text messages or instant message conversations) and an outline of the incident(s). Hervey Bay State High School receives the Stymie notifications in the form of an email alert. The notifications are encrypted, anonymous and confidential. Stymie does not store any information. Stymie complements Hervey Bay State High School's existing student well-being/pastoral care framework. Hervey Bay State High School encourages our students to use Stymie to report other types of concerns they may have, in support of their peers. More information can be found at www.stymie.com.au and www.facebook.com/stymieau.

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.

Students are not permitted to take photos, record video and/or audio of anyone at school, unless given permission by their classroom teacher.

Screen Time

There is considerable emerging research available about screen time, and knowing where to look to for advice about what is right for a young person can be challenging. The [eSafety Commissioner](#) provides useful information for schools and parents/carers in determining appropriate screen time. The right amount of screen time can depend on a range of factors, including age and maturity, content, learning and curriculum needs, and school and family routine.

At Hervey Bay State High School, we consider students' screen time in the context of the whole school environment:

- Being actively involved in students' screen experiences.
- Working with students to set appropriate expectations.
- Developing, implementing and maintaining appropriate boundaries.
- Setting device free zones and times at school.
- Encouraging a balance of screen time with other activities.
- Using a range of eLearning tools and strategies to help monitor and manage access.
- Leading by example in assisting students to develop positive digital mindsets.

Intellectual Property and Copyright

Students should never plagiarise information and shall observe appropriate copyright clearance, including acknowledging the original author or source of any information used. It is also important that the student obtain all appropriate permissions before electronically publishing other people's works or drawings. The creator or author of any material published should always be acknowledged.



Material being published on the internet or intranet must have the approval of the principal or their delegate and have appropriate copyright clearance.

Misuse and Breaches of Acceptable Usage

Students should be aware that they are held responsible for their actions while using the internet and online communication services. Students will be held responsible for any breaches caused by other person(s) knowingly using their account to access internet and online communication services.

The misuse of internet and online communication services may result in disciplinary action which includes, but is not limited to, the withdrawal of access to services.

Damage/Loss of Equipment

All Hire to Buy iPads and their batteries are covered by a manufacturer's warranty which covers manufacturing defects through normal usage. In addition, all Hervey Bay State High School Hire to Buy iPads are covered by two (2) years of AppleCare+. This coverage provides up to three years of expert technical support and additional hardware coverage for iPad from Apple, including up to two incidents of accidental damage (each subject to a service fee of up to \$65 for iPad and is the responsibility of the parent/carer).

All accidental damage sustained to an iPad will result in a 1st and 2nd time incident fee of \$65 to be invoiced to the parent/carer as part of AppleCare+ terms. If further damage occurs to a device, the full cost will be recovered for the purchase of a replacement from the parent/carer.

There is no cover for negligence, abuse or malicious damage. Students will be required to replace lost or damaged chargers or cables with the same models. Acts of deliberate damage may not be covered, dependant on repair agent evaluations of devices that have been submitted for repair. These regulations apply to laptops and iPads under the program.

Costs incurred by the school for the repair or replacement of devices may be charged by the school as an excess to parents. The school may take steps to recoup the \$65 service fee if a student damages another student's device. In the event of non-compliance of agreed responsibilities, schools may review the student's continued participation in the Hire to Buy Program.

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

Hire to Buy devices and any of their accessories are to not be left in school bags. Students must bring their devices into each class regardless of whether they will use them or not. If they must without any option such as during HPE be left in a school bag then it is the responsibility of the student to make sure that the bag is above the ground, not in a spot that it can fall off or be affected by weather and that cannot be kicked or stood on or piled on by other bags. Any damage to Hire to Buy devices will be invoiced to parents/carers.

Theft and Loss

In case of loss or theft it is important that the school be notified as quickly as possible so the device can be traced. A report to the nearest police station must be logged by parent/carer, and those details must then be provided to the school:

- The crime report number.
- The name of the police officer who took the report.
- In both cases, a witnessed statutory declaration should be provided to the school.

Internet Filtering

All Internet related content on Hire to Buy devices is filtered while the device is connected to school Wi-Fi, and used offsite. The filtering is hosted by the Department of Education. Parents/carers must still actively supervise Internet use on these



devices while in use outside of the school. This includes checking documents, photographs, movies and Internet search history.

Monitoring and Reporting

Students must be aware that all use of Internet and online communication services at school can be audited and traced to the account of the user. All material on the Hire to Buy device is subject to review by authorised school staff. If at any stage there is a police request, the Department of Education may provide the authorities with access to the device and personal holdings associated with the use of the device.

Hire to Buy devices will be periodically and randomly audited in class by the school and any inappropriate materials will be dealt with according to department and school policy. It is important to remember that while the devices provided to students are primarily for educational and secondarily for limited personal use, they remain the property of Education Queensland and must not contain any offensive or inappropriate material.

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 Department of Education must also be reported to the school.

Support

The school's Hire to Buy Program is fully supported, including:

- Supply of device and case or sleeve.
- Printing access.
- Internet access.
- File access and storage.
- Security, integrity, insurance and maintenance.
- Technical support.
- Support to connect devices to the school network.

The school's Hire to Buy Program does not condone but prohibits:

- Charging of devices at school.
- Virtual Private Networking (VPN) and torrent (peer-to-peer) software.
- Support of hot spotting at school.

Responsibilities

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

School

- Program induction — including information on (but not responsible for) connection, care of device at school, workplace health and safety, appropriate digital citizenship and cybersafety.
- Network connection at school.
- Internet filtering (when connected via the school's computer network).
- Limited technical support.
- Limited school-supplied software e.g. Microsoft Office 365.
- Printing facilities.

Student

- Participation in program induction if available.
- Acknowledgement that core purpose of device at school is for educational purposes.



- Care of device.
- Appropriate Digital Online Footprints and online safety (for more details, see [ACMA](#)).
- 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 (e.g. a student should not share their username and password with fellow students).
- Limited technical support.
- Maintaining a current back-up of data.
- Charging of the device offsite.
- Abiding by intellectual property and copyright laws (including software/media piracy).
- Internet filtering (when not connected to the school's network).
- Ensuring department accounts (usernames and passwords) are not shared with other students, and devices are not shared with students for any reason.
- Understanding and signing of the Hire to Buy Agreement form.

Parents and Carers

- Acknowledgement that core purpose of the device at school is for educational purposes.
- Internet filtering (when not connected to the school's network).
- Encourage and support appropriate Digital Online Footprints and Cybersafety with students.
- Limited technical support.
- Required software, including sufficient anti-virus software.
- Protective backpack or case for the device.
- Adequate warranty and insurance of the device.
- Understanding and signing of the Student Hire to Buy Agreement Form.

Acceptable Use

The following are examples of responsible use of devices by students.

- Engagement in class work and assignments set by teachers.
- Developing appropriate 21st Century knowledge, skills and behaviours.
- Authoring text, artwork, audio and visual material for publication on the Intranet or Internet for educational purposes as supervised and approved by school staff.
- Conducting general research for school activities and projects.
- Communicating or collaborating with other students, teachers, parents, caregivers or experts as part of assigned school work.
- Accessing online references such as dictionaries, encyclopaedias, etc.
- Researching and learning through the school's eLearning environment.
- Ensuring the device is fully charged before bringing it to school to enable continuity of learning.
- Being courteous, considerate and respectful of others when using a mobile device.
- Switching off and placing the device out of sight during classes, where these devices are not being used in a teacher directed activity to enhance learning.
- Using the device for appropriate private use before or after school, or during recess and lunch breaks.
- Seeking a teacher's approval where they wish to use a mobile device under special circumstances.

The following are examples of irresponsible use of devices by students:

- Using the device in an unlawful manner.



- Creating, participating in or circulating content that attempts to undermine, hack into and/or bypass the hardware and/or software security mechanisms that are in place.
- Disabling settings for virus protection, spam and/or internet filtering that have been applied as part of the school standard.
- Downloading (or using unauthorised software for), distributing or publishing of offensive messages or pictures.
- Using obscene, inflammatory, racist, discriminatory or derogatory language.
- Using language and/or threats of violence that may amount to bullying and/or harassment, or stalking.
- Insulting, harassing or attacking others or using obscene or abusive language.
- Deliberately wasting printing and Internet resource.
- Intentionally damaging any devices, accessories, peripherals, printers or network equipment.
- Committing plagiarism or violate copyright laws.
- Using unsupervised internet chat.
- Sending chain letters or spam email (junk mail).
- Accessing private 3G/4G networks during lesson time.
- Knowingly downloading viruses or any other programs capable of breaching the department's network security.
- Using the mobile device's camera anywhere a normal camera would be considered inappropriate, such as in change rooms or toilets.
- Invading someone's privacy by recording personal conversations or daily activities and/or the further distribution (e.g. forwarding, texting, uploading, Bluetooth use etc.) of such material.
- Using the mobile device (including those with Bluetooth functionality) to cheat during exams or assessments.
- Take into or use of mobile devices at exams or during class assessment unless expressly permitted by school staff.

In addition to this:

- 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.
- Students using the system must not 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 and without them present.
- Students must not record, photograph or film any students or school personnel without the express permission of the individual/s concerned and the supervising teacher.
- Students must get permission before copying files from another user. Copying files or passwords belonging to another user without their express permission may constitute plagiarism and/or theft.
- Students need to understand copying of software, information, graphics, or other data files may violate copyright laws without warning and be subject to prosecution from agencies to enforce such copyrights.
- Parents/carers need to be aware that damage to mobile devices owned by other students or staff may result in significant consequences in relation to breaches of expectations and guidelines in the school's Responsible Behaviour Plan.
- The school will educate students on cyber bullying, safe internet and email practices and health and safety regarding the physical use of electronic devices. Students have a responsibility to incorporate these safe practices in their daily behaviour at school.