One2One Learning Program

All Year 7 students at PBC are issued with their own laptop computer to be used as a tool to promote better learning outcomes by providing access to teaching and learning material at school and at home and offers parents a convenient and simple solution to their child's Information Technology (IT) needs.

Students in the One2One Learning Program benefit from PBC’s ability to take advantage of the enormous buying power of the Queensland Government. We are able to purchase high performance commercial-grade computers that are designed to survive the rigours of school environments while remaining well below the retail cost of the same or similar devices.

The laptop is a loan device that remains the property of PBC and is subject to PBC rules and a range of terms and conditions. Students will be provided with an orientation and tutorial session regarding their new device at the time of their rollout. PBC’s IT Support is able to assist teachers and students to manage their devices and organise warranty and accidental damage repairs.

The use of a personal laptop brings great benefits but there are also significant risks, especially relating to internet safety and the use of devices for accessing material on-line. Students are made aware of such issues in many ways and parents need to keep up to date with the issues and appropriate strategies to help their children use the personal laptop appropriately. The best source of important information about internet safety and the protection of children on-line is the Federal Government’s Cyber Safety site. Visit https://esafety.gov.au/

We are asking that parents lend their support to this very valuable and innovative program. Strong support from parents is paramount to the program’s success.

One2One benefits

One2One laptops come complete with a comprehensive three year warranty and accidental damage protection insurance as well as a wide range of educational apps and software. These features provide students with a reliable and secure device, giving parents/caregivers confidence in providing their child with his/her own computer.

These personal laptops connect to the Education Queensland (EQ) network giving students access to a wide range of online resources and tools for learning.

By participating in the One2One Learning Program, students receive a laptop, friendly service, a high level of security and software for no additional charge.

Digital platform

Below is a host of industry standard software pages included for free.

Adobe Creative Cloud
Adobe Creative Cloud gives students access to the world’s best creative tools used for graphic design, video editing and photography.

Autodesk suite
The Autodesk suite of Computer Aided Drawing (CAD) tools allows students to design, visualise and simulate anything from blockbuster visual effects and buildings, to electric cars and the batteries that power them!

Microsoft Office 2016/Office365
Microsoft Office 2016 is the latest suite of office productivity applications. Students currently have access to a range of applications in the Office365 suite.
Daymap
Daymap is a third party website that has been configured specifically for the needs and workflows of Queensland DET schools. With full QAssure Approval, Daymap for EQ is the chosen website used at PBC to connect our school community, administration, teachers, students and parents.

Daymap is hosted onshore in Australia so is bound by Queensland’s privacy laws. Registration includes disclosing the following information about your student to this provider:

- Student Name;
- Student ID;
- Age;
- Year group;
- Class Teacher;
- Student email;
- Parent Contact Details; and
- Student Attendance Records.

We need your permission for the registration and use of this site by your student. Students will not be able to work optimally with our digital curriculum without access to Daymap.

Features and benefits of Daymap include:

- Student Portal: This is like a student’s lifeline – a source for all diary notes, lesson information and resources, assessment tasks, school organisation and more. Daymap has a friendly interface and is accessible on all devices. Accessible from anywhere with internet connection.
- Parent Portal: PBC is to roll out the Parent Portal which will allow parents to access school communication, assessment task information, students’ feedback in real time as well as monitor student progress. Once logged in, the friendly interface will indicate via the app, with a traffic light system the status of your student’s progress. If it is green there is no action required, if orange or red there is something that needs attention regarding your child.
- Accurate timetables, rooming allocations and student contact data through integration with OneSchool.
- Secure Cloud Hosting of all information. Students and Teachers can access Daymap anywhere, on any device on a secure site.
- School Organisation and Communication: Allows PBC to manage school calendars, student notices and other communications to staff, students and parents.

Peace of mind
Protection for 3 years
All laptops in the One2One Learning Program are covered against component defects for three years. The devices are fixed onsite by certified engineers and parents incur no parts or labour costs.

As participants in One2One, students have unlimited access to our onsite support desk. All hardware issues are logged with the vendor and software issues are resolved by the school IT department.

Accidental Damage Protection (ADP)
Accidents happen and ADP insures devices against day-to-day accidental damage. A small excess fee may apply in some cases.

Note: Any evidence of mistreatment of a One2One laptop is evaluated on a case by case basis with excess charges being applied where appropriate.
Hardware and software repairs
One2One laptops are supported with a 3-5 day turnaround once parts are ordered. Students will be issued with a loan device to minimise disruptions to learning. Devices can be reset to their original state in the case of software issues.

Learn the way that works for you

Flexible learning spaces
Stimulating and comfortable learning spaces improve intellectual, social and emotional wellbeing. With access to the course content and the ability to connect to worldwide resources, students can set up their own learning spaces which suit them best.

Anytime, anywhere learning
One2One laptops allow students to connect at school and at home. Students have access during and after school hours including weekends and holidays. Students can also use this device for personal use. This includes playing games available and online at home, storing photos, videos and music.

Personalised learning
Teachers are able to tailor content and design lessons by taking advantage of the digital platform at the base of the One2One Program. With the ability to take their device anywhere, students can work on a personalised program at their own pace.

Collaboration
With various web tools and shared OneNote notebooks, students can work in groups to complete a common task or create a product together. Students can make effective decisions while being engaged in the task at hand.

Connectivity
One2One laptops all automatically connect to the EQ network which enables students to connect to printers. A major component of the program is the extensive wireless network and high speed internet access. This level of connectivity support enables students to build on their 21st century skills for the commercial world.

Benefits of One2One
PBC constantly strives to ensure its students are provided with the very best educational opportunities. Enhanced learning in the classroom and beyond as well as learning which is self-initiated, independent, engaging and satisfying are but a few of the benefits of the One2One program.

Should you have any questions, please contact the PBC IT Department at: info@pbc-shSEQ.edu.au

One2One Agreement
Please return the PBC Digital Technology consent forms to participate in the One2One Learning Program.
User Terms and Conditions - One2One Learning Program

Guidelines for Participation

Prior to devices being issued to students, parents/caregivers are invited to attend an information evening and must agree in writing to the terms and conditions of the One2One program.

At the information meeting, the Principal and a member of the PBC’s IT Department will inform you of the key aspects of the scheme and provide relevant documentation with details on:

- Rationale for the One2One Learning Program
- Loan and Ownership conditions
- Warranty and insurance provisions and liabilities
- Help Desk service
- policies/procedures/restrictions
- Answers to Frequently Asked Questions

The student will be responsible for:

- Taking care of their laptop in accordance with PBC guidelines.
- Adhering to the conditions outlined in this document.
- Adhering to the One2One Acer Laptop Policy of PBC.
- Backing up data securely.

Ownership

Access to the One2One Acer laptop for school use is dependent on payment of the SRS fees by the dates set in the payment schedule. The student laptop and charger that have been issued to you are the property of PBC until final payment is made.

Ownership of the laptop will transfer to the student’s family at the end of the 3-year loan period (December, 2021) conditional upon full payment of all relevant school fees. At this time, the laptop computer will be re-imaged to return it to its original, licensed specifications when purchased, removing all PBC networking software.

If the student leaves PBC prior to completing the term of their laptop agreement or moves to another school, interstate or overseas, the laptop must be returned to PBC or paid out in full. Arrangements may then be made for students wishing to take full ownership of the device.

Use of the laptop, as well as access to the EQ network, internet access and email are a privilege and not a right. These items are provided for educational purposes only and are intended to support the learning objectives of PBC.

2. Damage or Loss of Laptop

Any problems, vandalism, damage, loss or theft of the Laptop must be reported immediately to the PBC IT Department.

In the case of suspected theft a police report must be made by the family and an event number provided to PBC asap.

In the case of loss or accidental damage, a witnessed Statutory Declaration signed by a parent/caregiver must be provided.

If a Laptop is damaged or lost by neglect, abuse or malicious act, the Principal will determine whether replacement is appropriate and/or whether or not the student retains access to a Laptop for home use. Cost for replacement in such incidents will be determined by the following table:

<table>
<thead>
<tr>
<th>Age of Notebook</th>
<th>Pro Rata Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 year</td>
<td>100-90%</td>
</tr>
<tr>
<td>1 to 2 years old</td>
<td>80%</td>
</tr>
<tr>
<td>2 to 3 years old</td>
<td>50%</td>
</tr>
</tbody>
</table>

Students will be required to replace lost or damaged chargers and/or batteries.

When a Laptop is replaced, it is replaced with one of similar age and condition.

Warranty

All Laptops are covered by a three year manufacturer’s warranty. Laptop battery warranty is for a term of one year. The warranty covers manufacturer’s defects and normal use of the Laptop. It does not cover negligence, abuse or malicious damage.

PBC IT Help Desk will deal with all warranty claims on behalf of the student, while the Laptop is under warranty.

Insurance

All Laptops are covered by a three year Accidental Damage Protection Service (ADP). This service provides additional protection against accidental damage to the laptop that is not usually covered by the warranty.

ADP provides coverage for one accidental damage event per year for the term of the contract (3 years) in the following areas:

- remote fault diagnosis (if needed)
- courier 3 day service
- repair, materials and parts

ADP covers accidental damage, NOT abuse, negligence, or malicious damage. It does not cover lost or stolen Laptops. Parents are encouraged to contact their own insurance company to ascertain their individual coverage for these events when in a student’s possession.

PBC IT Help Desk will deal with all ADP claims on behalf of the student, while the Laptop is under warranty.

3. Technical Support

PBC provides an IT help desk as an integral part of the student One2One Laptop Program. If the student is experiencing problems with their Laptop, their first step is to troubleshoot the problem themselves. More often than not, students will be able to resolve most software issues.

If students experience persistent hardware or software issues, they must access the Help desk as soon as possible to report the problem and gain assistance.

Please note: There must be no attempt to open the case to repair the Laptop as this will void the manufacturer’s warranty.
If a problem cannot be fixed within a set period of time by the Help desk, the Laptop will be re-imaged and returned to its default settings. It will be the student’s responsibility to ensure a backup of all data has been done prior to the re-imaging process.

There are no provisions for support after College hours. The Help desk will be closed on weekends, public holidays and school holidays. Help desk hours are 8:00-9:00am and during Lunch 1.

NB: The Help desk is NOT responsible for backing up student work. This must be carried out by the student at regular intervals and before bringing a Laptop in for servicing.

Battery Life

The Laptop battery is capable of lasting a normal school day on battery power alone. The power supply must remain at home in a safe place. Students will need to recharge their Laptop overnight, every night, ready for the new school day.

Loan Computers

The Help desk will manage all loan Laptops if there is a need to issue the student with one.

A loan Laptop will be denied to a student under the following circumstances:

- Not bringing their assigned Laptop to school.
- Not having the Laptop battery charged ready for the school day.
- Wilful vandalism or destruction of their assigned Laptop.

Backup / Recovery

Students will at all times be responsible for backing up their school-related data stored on their Laptop. The students will continue to access their OneDrive on the school network for complete backups of their files or for the use of all the family.

Lost and Found Policy

PBC must be notified immediately if a PBC-owned Laptop is lost or missing.

If the Laptop was lost at PBC, the student must report the loss to Student Services to check if it has been found. If it is not located there a ‘Laptop Incident Report’ must be filled in immediately and handed to the IT Manager.

2. General Information

General Classroom Usage

When the Laptop is used in class it is to be used under the direction of the teacher. The web camera and recording features on the Laptop are not to be used at school unless instructed by the teacher. Failure to follow specific instructions from the class teacher may result in confiscation of the Laptop, detention and further sanctions as would be appropriate in normal classroom management situations.

Virus Protection

Viruses have the potential to severely damage and disrupt operations within the school’s computer network. As students have the right to use their Laptop for personal use and connect to the internet from home, they should take all steps to protect the College computer network from virus attacks.

Microsoft virus protection is updated every time the laptop is logged on to the EQ network to help protect from virus problems.

Viruses can enter Laptops through:

- removable media such as CDs, DVDs, floppy disks and USB memory sticks
- Emails
- the internet (including web browsing, FTP programs and chat rooms)
- file download/network file shares, such as servers and shared folders.

Tips:

- Protect your Laptop from virus attacks by scanning your computer for viruses at least weekly. Microsoft virus definitions updates are managed automatically by the EQ network.
- Consider carrying out a virus scan of your Laptop after you have accessed the internet, personal mail or opened a file from a removable media source. You should carry out the scan before returning to PBC and connecting to our network.
- Do not open any files attached to suspicious or unknown emails.
- Exercise caution when downloading files from the internet. Save the files to the Notebooks hard disk and run the virus scanner on the file before opening them.
- Delete chain and junk emails. Do not forward or reply to any of these.
- Never reply to spam. Spam email messages can contain viruses that notify a third party of the legitimacy of an email address and then add the recipients to the spammer’s database.
- Hundreds of viruses are discovered each month. Run your virus scan regularly.

Games

There are significant educational benefits from some games. However, many games can be unproductive and distracting to student learning. Teachers will determine the value of these used within the classroom environment.

Music/Movies

Students are not permitted to listen to digital music or watch digital movies on their Laptop while at PBC unless given express permission by a teacher for an educational purpose. Laptops may be audited for illegally obtained and inappropriate files. Parents should play an active role in ensuring copyright compliance.

Software / Copyright

Software installed by PBC is copyright and must not be distributed or deleted. Altering or modifying the original pre-set software image is prohibited. Unauthorised or illegally-obtained software applications must not be installed. Printing software, scanner software and internet access software are acceptable. Any other software installation will need the approval of the Helpdesk.

Other examples of changes not permitted include, but are not limited to:

- changing the computer name.
- changing or removing operating system extensions.
- altering security software.
- altering the pre-loaded operating system or application software.
• taking apart the computer for access to internal parts.

Security / Storage
The Laptops are to be securely stored within the student’s bag or the student’s locker while at school or kept with the student during lesson times. Students should ensure that their Laptop is:
• Securely stored within its case.
• Kept dry and away from liquid at all times.
• Not placed in a high traffic area where it could be stepped on or present a trip hazard.
• Not sitting in direct sunlight.
• Within their possession when in public places or when travelling to and from school.

5. Caring For Your Laptop
Students are expected to treat their Laptop with care and respect. The Laptop is the property of PBC and should be kept clean and free of marks at all times.

Please refer to the User Manual issued with the Laptop for specific details on caring for your Laptop.

Appearance / Personalisation
Laptops will be clearly labelled with the student’s name on the front cover. Students are not to remove these labels.

Students are permitted to personalise the appearance of their Notebook with a single appropriate sticker, personalised cover and/or suitable protectors. However, irreversible personalisation is not permitted, such as engraving, the use of liquid paper and other permanent markings.

Protective Cases
It is encouraged that parent/caregivers purchase an appropriate protective case for the Laptop. The Laptop should at all times be stored within its case. This includes when moving between classes, when the Laptop is in the student’s locker, or when it is in the student’s bag whilst travelling to or from PBC. This should keep the Laptop safe from accidental damage.