



2020

iLearn Handbook
Junior School





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Welcome, from the Head of College, Graham Leddie

Dear Parents,

The Student Laptop Program provides an exciting opportunity to enhance learning and teaching at the College. Enhanced collaboration, creativity, connectedness and communication are key goals of the Waverley College Laptop Program.

As 21st Century learners, our students are prolific and often proficient users of technology. In order to become proficient and expert, responsible and most importantly safe users, they must apply the essential values of the College of respect, responsibility and stewardship with regards to their laptop.

This handbook is designed to assist students/parents and carers to understand our processes and expectations of technology learning and use at the College.

Yours sincerely,



Graham Leddie
Head of College



iLearn Program Overview

The Waverley iLearn program will provide a Macbook Air laptop to all students in Year 5-12 and the device will be replaced every two years.

During the lifecycle of the device, it will be fully supported by the in-house iAssist Team and insured for accidental loss and damage.

Financial Commitment to the iLearn Program

To provide the infrastructure and support services to make the iLearn program work, a technology levy is added to fees, this amount is detailed in the iLearn contract which is issued to parents when the device is issued.

At the end of the two years when a device is at the end of its cycle, parents will be given the opportunity to purchase the old unit. The cost of this will be detailed in the iLearn contract.

Your Commitment to the iLearn Program

By accepting the laptop your son agrees to abide by the Waverley iLearn Guidelines for Use below. In addition to this, you are required to identify and adhere to the Waverley iLearn Student Access and Usage Guidelines policy (as outlined in Appendix C, p14).



Guidelines for Use

Personal Use

The laptop is a tool that supports your son's learning at school and at home. It is not intended for use by other members of the family. The program encourages your son to be responsible for his computer usage and for keeping the unit in a serviceable condition.

Travel

For safety and security reasons, students are not permitted to use the laptop whilst travelling on public transport to or from school. The device can be taken overseas for family holidays if you wish, however, there are some important insurance considerations (see Appendix E, Section 6 in the General Exclusions below).

Care

The laptop is to be treated with care and stored in the protective bag supplied when not in use.

The acceptable standard

When students attend iAssist for Tech Support we ask that they present their laptop in an *acceptable standard*. This standard covers three key areas:

- No stickers directly on the laptop
- No ink or permanent graffiti directly on the laptop
- Device is in a plastic laptop 'shell'

If your son attends iAssist and the laptop is not in the *acceptable standard* he may be asked to remove stickers and clean any graffiti before assistance is given. Similarly, if it is not in its plastic shell assistance will not be provided.

Software

The laptop will have most of the software needed pre-installed. If there are other programs that your son needs as part of his schoolwork and, which you own a licence for, iAssist will provide help to get this installed. Any other programs will be delivered to your device via the Self Service App during the term.

Devices are monitored and any attempt to remove agents or security software will be notified to the relevant Head of House and the device may be confiscated for a period of time.

Software that is licensed to the College and is not part of the purchase package will be removed from the laptop at the completion of the iLearn Program. This is necessary to comply with licensing laws.

Software applications, which allow you to access the internet, online chat and email are allowed, however, they should be used in a responsible manner. By reading and accepting the terms of these guidelines and signing a copy of the PED policy (provided at deployment) your son is acknowledging this requirement.



Students/Parents are not provided with Admin level credentials for the devices, however, the necessary permissions are in place to allow you to connect to your home wifi, printer, scanners etc.

Battery Charging

Laptops must be fully charged in readiness for each school day. Power chargers must be left at home. The laptop should only be charged with the Apple adaptor provided. A fully charged laptop is essential for your son's ability to engage in learning activities for the day. If students manage their screen time appropriately the battery will last the school day. If you or your son have concerns regarding charging or batteries you should report them to iAssist as soon as possible.

N.B LAPTOPS CANNOT BE CHARGED IN SCHOOL

More information on Apple's lithium batteries and how to manage them can be found here:
<http://www.apple.com/batteries>

At Home

The laptop can be used at home and you are free to connect it to your home internet. It is your son's responsibility not to access or download any inappropriate material or material that breaches copyright including peer to peer sharing sites or torrents. Parents are encouraged to supervise proper usage of laptops at home. The laptop should be stored within the protective bag when not in use, in a safe place.

Transporting and Securing the Laptop

Your son is responsible for securing the laptop both on and off campus. Laptops that are lost, damaged or stolen whilst issued to your son in your care are his responsibility.

- Within the College:
Laptops are to be secured in lockers when not in use and your son is responsible for ensuring that his locker is secure at all times.
Laptops are NOT to be left in lockers overnight or on weekends/holidays.
If for some reason your son cannot take your laptop home, please contact iAssist who can store it securely before leaving that day.
If using the bathroom leave the unit with a friend, not on the floor outside.
- Assemblies:
Store the laptop in locker prior to all assemblies.
- Lunch/Recess:
If not in use, place in locker.
- Chapel:
Place laptop in locker.
- PDHPE or Wood Technology Lessons:
If your son has a practical class, store the laptop in locker before the lesson.



- Onsite Co-curricular including Waverley Park:
Meet coaches at the designated area after securing the laptop in locker.
- Offsite Co-curricular at Queens Park:
Take the laptop (in its bag to the Pavilion and it will store it securely during training). When training is finished collect the laptop and place it in the backpack before traveling home.
- Outside of the College:
Laptops are to be kept in a secure location at home.
Do not leave laptops in unsafe locations such as next to an open window, outside or in the car.
Laptops are to be taken as carry-on luggage when on domestic flights (see insurance section below).
- In-transit to and from the College:
Students are to bring their laptop to and from school each day unless otherwise advised.
Laptops are to be transported within the Waverley laptop case and carried in the school bag for the duration of the trip home.
- Other Offsite Co-curricular
The laptop stays in the school bag at all times.
Keep bag in line-of-site view during training.
Store bags together.
Do not step on anyone's bag.
Be sure your son can identify his bag.
Report any laptop issues to Coaches (who will advise the Sportsmaster) and also to iAssist on your return to the College.
If it is raining, store bags in a dry, secure area.
If participating in a Representative day, laptops should be left at home.
- Camps and Retreats
Laptops are to be kept secure at home for the duration of the event.

The Laptop Screen

The screen is made of glass and as such is susceptible to damage. Students should not push the screen with fingers or any other object. Pressure on the screen may cause the screen to crack/fracture making the laptop unusable. The screen should not be twisted or bent as this will also cause the screen to crack. Do not place heavy object on top of the laptop as this can also cause screen damage.

The screen accounts for approximately 40% of the laptop's value and replacement incurs significant expense and time delays. Damage caused to the screen by misuse or application of excessive force or twisting cannot be covered by College repair agreements. Each case will be assessed by our independent Apple Engineer in conjunction with our insurers.



Backup

Students are strongly advised to back-up their important work. Loss of data as a cause for late submission of assessment tasks and classwork will not be deemed an appropriate excuse for not submitting. Students should make use of the built-in TimeMachine application for backing up or ensure they copy important files into Google Drive. There are also options to use Google Apps to automate the back-up process. Assistance and advice on best practice for backing up can be sought from iAssist.



Support at Waverley

Support for student and families as part of the iLearn program is via the inhouse iAssist Team. This team of IT professionals have lots of experience supporting the Mac platform and can provide you with technical support for the Laptop.

If students encounter any issues - or if they just need help with their Laptops during the school day, you can speak to an iAssist technician by taking your Laptop to the Waverley iAssist **ITR**. If you require help you should go before or after school or during break times.

The Waverley iAssist **ITR** is located in **0000PVY60HY0P000** on the **NYV0K0** floor of the **4HP00** **0PSK00N**. **0PZ0ZHMV0P0** Opening Hours for the Waverley iAssist Office are from 7.30am - 4.30pm during term time. During school holidays iAssist is open 8.00am – 4.00pm but as the team are often away working on projects please call **000PNO00VVS000LY00SV0** if you wish to come in during the break.

Junior iAssist Desk
Tel: (02) 9369 0743
High School iAssist Office
Tel: (02) 9369 0784
Email: iassist@waverley.nsw.edu.au

Loss or theft of Laptop

If the laptop is lost, stolen or damaged, it must be reported this to iAssist as soon as possible so that students can obtain an insurance form. If loss or theft occurs it is the students/parents responsibility to inform the Police as soon as possible and obtain a Police Number. This number will be required to complete the Insurance Claim Form. Once a form, signed by a parent has been submitted a loan unit will be issued. The College insurers will make the final decision on replacing the unit, if approved a unit of the same age will be supplied.

Accidental damage

If the laptop incurs accidental damage such as a liquid spill or broken screen the unit should be brought to E15 as soon as possible. An insurance form will then need to be completed and the device will be assessed for repair by the onsite engineer. Once the form is submitted a loan unit will be provided for your son to use. The School insurers will make the final decision on the repair or possibly replacing the unit. Any replacement will be of a unit of similar age. If the claim is made at the end of the two year cycle the insurers may write the unit off.

Any insurance claim irrespective of outcome will incur an excess. The amount of this excess will be detailed on the iLearn contract.

Warranty Repair

The Laptop is covered by a two year manufacturer's warranty. This warranty can be serviced via Waverley iAssist or directly through Apple if out of term time. If your laptop has a fault it should be reported to iAssist as soon as possible. Parents will then need to sign a form and the issue will be investigated by our onsite Apple Technician who will determine if the fault is covered under warranty or needs to be an insurance claim.

Waverley iAssist will provide the student with a loan unit to use whilst his fault is being investigated/repaired.

Turnaround times for claims and repairs can vary due to high volumes and can take up to two weeks to be addressed. More extensive damage can take longer.

Repair Process

Insurance and Warranty

1. STUDENT ATTENDS E1S

Basic assessment will be made to determine whether it's a warranty of insurance process

3. LOANER ISSUED

Once form is returned repair is booked in and loan device issued.

5. REPAIR

If insurance and repair is authorised repair will be undertaken. If warranty part will be replaced and tested.

2. FORM ISSUED

Appropriate forms issued to student requiring one parent to sign

4. DEVICE ASSESSED

Device will be assessed by Apple Engineer to identify the failed part or the cost of repair. If warranty and assessed as insurance new form maybe required.

6. DEVICE RETURNED

Once repair has been actioned device will be returned to students.





Cyber Awareness

Keeping Safe on the Internet and Privacy

The safety of all our students when using the internet is paramount to help us Waverley uses a content filtering program called Cyberhound which is designed to prevent access to inappropriate web content, including most social networking sites. The system also allows iAssist staff to identify students who may be playing games or attempting to circumvent these policies. At times iAssist staff may need to block internet access and report students to their Head of House. Cyberhound will also alert the Heads of House to any potential duty of care concerns such as inappropriate google searches, using offensive language or cyberbullying.

The Cyberhound platform only protects students when they are on the school network and does not extend to students when they are on home networks or public free wifi networks. Waverley has partnered with FamilyZone to offer its Mobile Zone App that can be used to monitor and manage internet use. As part of your enrolment at Waverley, we will register your son's device with FamilyZone who will then communicate with you on how to set up an account, you will then be able to add six devices for free. This include mobile phones as well as tablets or laptops.

We also enforce curfews on students' devices which will apply as follows:

Time Limits

Junior School & 8 students

5:00am Year 9, 10 & 11 students

5:00am Year 12 students

Shutdown between 10.30pm -

Shutdown between Midnight -

no curfews enforced.

If travelling overseas laptops times will adjust to the local time wherever you are and there is no need to have curfews lifted.

Viruses and Malware

Students should always be vigilant when it comes to sharing private information online. Identity theft and fraud can occur through a process of 'phishing'. Through email or fake websites, someone could impersonate a legitimate organisation (such as a Bank) to obtain personal information. This information can then be used to defraud. To protect our school users we use the Sophos Endpoint Protection platform this is fully managed and updated by the school, it does provide a high level of protection, however students should always act appropriately when using web resources.

Cyber-bullying

Cyber-bullying is an increasing concern and can best be described as bullying others through social media sites. It occurs when threats are made via email or mobile phone or when defamation occurs on websites. All communication online can be traced back and will be treated very seriously. Details can be found on the Waverley College website.

<https://www.esafety.gov.au/>

<https://waverley.nsw.edu.au/news/cybersafety-family-zone-community-packs/>



APPENDIX A

Curriculum Support: Common Uses of ICT in the Classroom

PowerSchool

PowerSchool is our online learning space or LMS. It is a place for teachers, to add activities and resources and for students to access vital information, participate in interactive activities as well as continue 'the lesson' beyond the timetable. The notion of 'information at their fingertips' is enhanced by the iLearn Program.

Google Apps for Education

Google Apps are a suite of online collaboration tools which not only offer great online search and email tools, but it also provides opportunities for rich document creation, website building, file storage and backup along with a platform for online discussions/collaboration.

Blogging/Forums

Similar to PowerSchool, blogging and online forums are a great way to encourage further discussions, content ideas as well as enhance collaboration between groups of students or even teachers. A major advantage of this includes being able to access and contribute from anywhere at any time.

Interactive learning objects

Access to online interactive learning objects provides students with a variety of learning experiences. The use of interactive learning objects encourages independent and interactive learning. (Scootle, Learning Federation, Smart-tech, ClassTools.net).

Sharing of online links and resources

Working in a collaborative environment requires immediate access to ideas, sites and resources. Can't meet with your group to research or discuss ideas on an assignment? You can now share bookmarks and resources online which means information is always available and easy to access. (Delicious, Digg, Twitter, Links to Library resources including catalogue and online databases).

ViVi

The ViVi display platform allows teachers to flip the classroom and have students drive learning. ViVi can be used to stream or display content but also to provide teachers with real-time feedback on classwork and gauge how students are progressing with their learning.



APPENDIX B

Classroom Procedures: Students and Teachers

To maintain consistency of the learning experience for students in the Waverley iLearn Program, a series of classrooms procedures have been established for teachers and students to use.

It is essential that students make use of their Waverley email account and access it daily. When communicating online to teachers (e.g. for further curriculum support) students will still need to follow appropriate 'etiquette' - that is, polite and realistic expectations.

Teachers will only be expected to reply to student email in school hours. Further arrangements to be made at a teacher's discretion.

Teachers are able to perform random 'spot checks' to ensure that the laptop is being used appropriately.

Ensure that the volume on your laptop is set to a level that does not disrupt students and teachers around you.

Do not use the internet when it is not required.

Be honest and respectful of other students' work when collaborating.

Show respect to any person (teacher or student) who is leading learning by closing or tilting the lid on your laptop when they are presenting.

Use the laptop to complete the appropriate activity rather than using it for your recreational enjoyment (e.g. listening to music).

Use the print preview. Consider the environment before you print.

Keep your laptop safely locked in your locker when not in use.

Refer to the Waverley iLearn Student Access and Usage Guidelines section of the Waverley iLearn Handbook for more information.



APPENDIX C

iLearn Student Access and Usage Guidelines

Stewardship

College equipment is your responsibility. Take care to use equipment appropriately. You may be held liable for wilful damage or inappropriate use of College equipment. Insurance excess fees apply.

Be open, honest and upfront if things go wrong. Report technical issues to Waverley iAssist who will help you.

Treat your laptop with respect and due care: fully charging your laptop each evening in preparation for the next school day and maintain a regular backup. Keep your laptop dry and clean, and ensure it meets the *Acceptable Standard*.

Take all reasonable precautions to ensure that your laptop is not lost, stolen or damaged. Always transport the laptop using the Waverley carry bag at all times OR inside your College backpack.

Respond promptly to Waverley iAssist requests to bring your computer in for servicing or updates.

Save your work appropriately. Remove files no longer in use and back-up assessment/major works and other important files regularly. Data security, back-up and recovery is your responsibility.

Restart your computer daily. This will help keep it running smoothly.

Learning

The laptop is provided to you primarily as a tool to support your learning. It is not intended to be used for playing games or social networking.

Use the computer for school-related activities as instructed by your teachers and parents.

Copyright rules and restrictions must be adhered to. Do not store, reproduce or share copyright images, music or video files that you do not own.

Academic Honesty is essential in all your schoolwork. This expectation applies to the use of electronic and on-line resources accessed through your laptop. Copying material from any source, is called plagiarism. Understand that your work may be electronically scanned for suspected plagiarism.

Communication

You represent Waverley College at all times, and that includes when you are communicating online. Be polite, constructive and helpful to others.

It is very important to be careful on social networking sites. Never, ever, be rude or harmful to others, as you are likely to regret anything you say online at some point later on.



Remember – online comments can be stored and archived forever!

Be safe when it comes to revealing information about yourself to someone you don't know online. Never give out personal information such as your home address, phone number, contact details or passwords.

All forms of bullying are taken very seriously. There are always better ways to deal with any differences you have with other students than posting hurtful things online.

Security and Privacy

Use a strong password, change it regularly, and never give out this password to anyone - especially via email. Beware of any email that requests your private information. Do not attempt to get around the Waverley firewall and Parental Controls.

Do not attempt to make yourself the Administrator of your computer or attempt to change the password of or otherwise gain access to the existing Waverley Administrator account.

Don't open unusual attachments or download software from the Internet. You are protected by the Sophos anti-virus software installed on every student's laptop.

Always be mindful of the whereabouts of your laptop. Secure it safely and be sure not to leave it behind.

Do not capture or upload video or audio of other people unless you have the express permission of everyone that can be seen or heard.



APPENDIX D

Waverley iLearn FAQs

What is this all about?

Technology access is available to all students as part of the compulsory Waverley iLearn Program offered at the College. This document sets out the College's Guidelines for students' use of:

The College's computer system, which includes the College's computers and all hardware, software, wireless and cable networks, internet, email and other online services; and other devices, which means devices (including laptop computers, iPods, cameras and mobile phones), regardless of who they belong to, that are brought onto College property or to College activities, or that are connected to the College's network or facilities.

What are my responsibilities?

Students must:

- Adhere to iLearn Guidelines as explicitly stated within this document;
- Use the College's equipment carefully and follow all instructions about how to use it and how to take care of it and yourself (security and privacy, stewardship, ergonomics, etc);
- Keep their password and associated data private; not access another person's account (including email, internet or file storage) without express permission.

How will my use be monitored?

All actions performed using the College's network, including laptops, or an attached device may be monitored by the College or by another person on the College's behalf.

All emails sent and received using the College's computer system may be recorded and may be archived indefinitely.

Logs of your Internet usage will be reviewed by the College or another person acting on the College's behalf and archived.

Can my laptop or device be taken and/or accessed by the College?

Your access to and usage of laptops, mobiles and other devices (even those owned by you) may be randomly monitored and temporarily withheld and accessed.

Disciplinary action may be taken and files/content may be deleted and your network access suspended if it is believed that:

- there has been or may be a breach of the College rules/policy;
- or there may be a threat of harm to a student, others or system security;
- unacceptable files and/or content is found.

What am I allowed to do?

Students can use the College's computer system and devices: only for College related programmes and activities, unless otherwise authorised; and in an appropriate and lawful manner.



What am I not allowed to do?

Students must not knowingly use, or allow others to use the College's computer system, any portable device or Internet site to send, forward, attach, upload, transmit, download, link to or store any images, content, links or material that:

- is, or may be, defamatory, harassing, threatening, racist, sexist, sexually explicit, pornographic, or otherwise offensive;
- is, or may be construed to be, insulting, vulgar, rude, disruptive, derogatory, harmful or immoral;
- contains any virus, worm, Trojan or other harmful or destructive code;
- may injure the reputation of the College or cause embarrassment to the College;
- spam or mass mail or to send chain mail;
- infringe the copyright or other intellectual property rights of another person;
- perform any activity using an anonymous or misleading identity;
- engage in any illegal or inappropriate activity;
- access the internet using another person's name or account;
- download software (licensed, shareware, freeware, evaluation or otherwise) other than as directed by the College; or
- download excessive quantities of data, other than in the ordinary course of learning.



APPENDIX E

Insurance exceptions

The full insurance policy exclusions and details can be found at:

<https://ibroker.net.au/images/documents/iBroker-Education-Laptop-Insurance-Policy.pdf>

Summary of General exclusions

This Policy does not cover loss or damage or expense:

1. caused by mechanical and/or electrical breakdown of any kind, unless the breakdown/derangement occurs as a result of an external accident;
2. caused by corrosion, oxidation, rust, insects, vermin, dust, dampness, dryness, cold, heat, wasting, or wearing away or wearing out of any part of an item of insured equipment which arises from ordinary use or gradual deterioration;
3. from theft, misappropriation, intentional or dishonest acts, or malicious damage by you, your employees, the end user, or any person to whom you or the end user have lent the insured equipment or otherwise permitted to use the insured equipment
4. by theft or attempted theft:
 1. from an unoccupied building unless directly as a result of forcible entry;
 2. from an unoccupied vehicle unless the insured equipment was within the locked vehicle and the loss or damage was a direct result of forcible entry;
 3. from any unsecured place in the open air, unless;
 - i. the insured item is under the direct control and supervision of an adult; or
 - ii. the insured is on the way to or from their place of education; or
 - iii. an organised school or educational activity; or
 - iv. an organised extra-curricular activity; or
 - v. other places of residence or accommodation; or
 - vi. a medical appointment of any kind; or
 - vii. by force or intimidation; or
 - viii. the insured is attending their place of education.
5. caused by dents or scratches to painted or polished surfaces of an item of insured equipment, nor will we pay to replace the dented or scratched surfaces unless the dents or scratches render the equipment unsafe;
6. that occurs during or as a result of being transported in any aircraft or watercraft unless the item is carried as cabin baggage;
7. that occurs during or as a result of being transported by a Courier, Removalist, or other professional transporter;
8. that occurs while the insured equipment is on demonstration or exhibition;



9. to expendable or consumable items including fuses, belts, chains, tapes, DVD disks, Blue-ray disks or ribbons or any other part of an item of insured equipment which requires periodic or frequent replacement;
10. to software of any type whatsoever;
11. or the costs for data programming, data reconstruction, data recovery or program installation or reconfiguration;
12. due to depreciation in the value of insured equipment;
13. due to consequential loss of any kind, including lost income or interruption of business;
14. due to death, injury, illness or personal injury of any kind;
15. or liability of any kind;
16. caused by any computer virus, worm, malware, Trojan or the like;
17. caused by a wilful act committed by you or someone with your knowledge or connivance;
18. due to consequential reduction in value of the equipment because of repairs;
19. that is directly or indirectly caused by or contributed to by or arising from any of the following: Legal seizure, confiscation, nationalisation or requisition of the Goods, nationalisation, requisition, destruction or damage by the order of any Government, Public Authority or Local Authority, and any fines, penalties, aggravated, exemplary, liquidated or punitive damages;
20. caused by war or warlike activities, which means invasion, act or foreign enemy, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection or civil strife following any of these whilst Your equipment is not on board a ship, vessel or aircraft;
21. the absence, shortage or withholding of labour of any description resulting from strike, lockout, labour disturbance, riot or civil commotion;
22. caused by any chemical, biological, bio-chemical, or electromagnetic weapon or any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter;
23. caused by the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof, ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel;
24. caused by the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter but excluding radioactive isotopes, other than nuclear fuel, when these isotopes are being prepared, carried, stored, or used for commercial, agricultural, medical, scientific or other similar peaceful purposes;



25. any actual or alleged liability whatsoever for any claim or claims in respect of loss or losses directly or indirectly arising out of, resulting from or in consequence of asbestos; or
26. the use or operation, as a means for inflicting harm, of any computer, computer system, computer software programme, malicious code, computer virus or processor any other electronic system;
27. directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with any act of Terrorism other than while the equipment is in Transit as defined by this Policy regardless of any other cause or event contributing concurrently or in any other sequence to the loss. This Policy also excludes death, injury, illness, loss, damage, cost or expense directly or indirectly caused by, contributed to by, resulting from, or arising out of or in connection with any action in controlling, preventing, suppressing, retaliating against, or responding to any act of Terrorism. Where this Policy specifically provides cover for transits following on from a storage period, cover will re-attach, and continues during the transit but terminates on arrival at the storage location.