



KINROSS WOLAROI
— SCHOOL —

COMPUTER DEVICES 2020



Staff and Student Computer Devices 2020

This document describes the technology that Kinross Wolaroi staff and students may use. Devices used by students and teachers at Kinross Wolaroi are supported and managed to enable and assist learning.

Technology Pathway

Students will use different devices as they progress through year levels at Kinross Wolaroi. The school provides an age-appropriate technology pathway for students.

Stages 1 & 2 | Kindergarten to Year 4

Students will have access to Classroom PCs, Shared iPads and PC Labs.

Stages 3 & 4 | Year 5 to Year 8

Students will have access to iPads owned by KWS and PC Labs.

Stage 5 | Year 9 and Year 10

Students will require their own device in 2020. Every student should provide their own unsupported device that meets the School's minimum specification requirements. In 2020 only, students may also choose to continue to utilise their Year 8 iPad. Students will also be provided with access to PC Labs.

Stage 6 | Year 11 and Year 12

Students must bring their own unsupported devices that meet the School's minimum specification requirements. Students will also have access to PC Labs.

Mobile phones and Smart watches

Students are not permitted to use their mobile phones or smart watches in class unless invited to do so by their teacher. The classroom teacher may confiscate a device that is used without permission.

K-4 Shared Devices (iPads, PCs and Laptops)

Students in Kindergarten to Year 4 are not required to bring a device to school. These students will have access to: Class sets of iPads; Classroom PCs; Computer Labs with PCs; and PCs in the KWS Library.

Years 5-8 iPad Program

The KWS iPad Program is compulsory for students in Years 5 to 8. The annual iPad Levy for 2020 is \$370 and is charged to the account of students in Years 5-8.

At the end of Year 8, if the iPad has been used for 3 years, iPad ownership cedes to the family.

iPad Program inclusions:

- iPad WiFi 128G
- Protective Case
- Screen Protector
- School Apps pre-payment
- Mobile printing
- WiFi and internet
- Mobile Device Management (age appropriate content)
- Supervised iPad support to disable: iMessage, Games and social media.

For students in Year 8, 2020 who were provided with a KWS supplied iPad in 2018 or prior, a \$160 annual iPad Levy will be charged to the student's account. As part of the program, these students will receive the following:

- School Apps pre-payment
- Mobile printing
- WiFi and internet
- Mobile Device Management (age appropriate content).

iPad Set-up service for Years 5-8

All students in Years 5 to 8 receiving a new iPad will participate in an iPad set-up session which will be conducted during school time. More information will be provided early in Term 1.

Any student who misses the iPad set-up session must visit the ICT Service Desk in the Library to make an appointment for an iPad set-up session. The ICT Service Desk Officer requires two school days notice to organise: the iPad; screen protector; Protective case and KWS Network Account ready for a set-up session. The set-up session takes approximately 45 minutes.

iPad Terms and Conditions for Parents and Caregivers

- The iPad program is a user-pay program. There is no insurance.
- All costs involved for damages will be charged to your KWS account.
- If the iPad is lost or stolen and unable to be found, you will need to purchase a replacement.
- The KWS supplied iPad case is to be used at all times. It is possible that an iPad inside its protective case may still be damaged wherever careless or reckless handling of the iPad occurs.

Years 9-12 BYO Device

Computer devices will be incorporated into the classroom learning for Years 9, 10, 11 & 12 students, who are required to bring their own device. (Students in Year 9 in 2020 may continue to bring their Year 8 School laptop to class, if desired.)

Unsupported BYO (UBYO) devices are provided with a limited suite of ICT support and services via the school help desk, as detailed below. No levy is charged for this service.

The Minimum Device Specification below helps ensure that students experience effective use of technology. Older, slower devices are prone to issues and problematic within the classrooms and boarding houses. Only devices meeting the minimum specification can be connected to the School's network and all devices must have the School's anti-virus software installed.

Computer BYO Device Minimum Specification

All BYO devices must meet the following minimum specifications:

- AC Wireless (most new devices are sold with AC capable wireless)
- Minimum 8 hour battery life
- 8GB RAM (For Textiles and Visual Arts students, 16G RAM and Dedicated Graphics Card is required)
- Solid State Drive (SSD)
- Keyboard, USB-C and HDMI input, audio input and output
- Windows 10 or later (preferred), or Mac OS El Capitan or later
- 2 years' warranty and support, protective sleeve and/or protective case
- Install KWS Anti-Virus and must agree to ICT Acceptable Use Policy.

ICT Service Desk

Located in the School library, the ICT Service Desk provides students with timely help and support for iPad or laptop problems.

The Service Technicians are able to fix the vast majority of iPad issues. A basic troubleshooting service is provided for Unsupported BYO devices for boarders and students in Years 9, 10, 11 and 12.

Self-help ICT Services for UBYO are also available on the ICT Frog site.

Hardware Repairs for iPads

All iPad breakages, damages and screen replacements are charged to the family/caregiver. The School facilitates repairs at cost and these are charged to your School account.

Whilst the iPad is being repaired, the student will receive a "hot-swap" iPad to minimise disruption in the classroom. The hot-swap must be returned as soon as repairs are completed.

Please note that there is no hardware repair or hot-swap service for unsupported BYO devices. These can normally be arranged under your device warranty.

Contact Us

Contact the Helpdesk for advice and support:

Phone - (02) 6392 0222

Email - helpdesk@kws.nsw.edu.au

Student Computer Devices 2020

ICT Support Services

KWS provides the following services to students for iPads and unsupported BYO devices

Service, support or components	K-4	5-8 iPads	9-10 UBYO	11-12 UBYO
Device use in classroom for teaching & learning	✓	✓	✓	✓
Filtered internet, wifi and connection assistance	✓	✓	✓	✓
Device set-up and installation, in-class support	✓	✓	×	×
MS Office 365, OneDrive and printing support	✓	✓	✓	✓
OS, iOS, firmware, driver troubleshooting and support	✓	✓	×	×
"Hot-Swap" service when device breaks	×	✓	×	×
Facilitate device repairs	✓	✓	×	×
Procure and deploy apps and software	✓	✓	×	×
Anti-virus support and malware removal	✓	✓	×	×
Data loss prevention (reporting)	✓	✓	×	×
Data loss prevention (encryption)	✓	×	×	×
KWS authorised application licensing	✓	✓	×	×

Frequently Asked Questions

What if my iPad screen breaks?

For Years 5-8, KWS will provide a "hot-swap" iPad, so the student is not without a device. The School will organise for the iPad to be fixed. Once repaired, the student will swap the iPads over again. The cost of repair will be charged to the student account. The hot-swap service is not provided outside Years 5-8.

Are the iPads insured by the School?

No, the iPads are not insured. Any iPads which are lost or stolen will need to be replaced by the student. However, the School will do their best to find the iPad using device location software. There is a high recovery rate for student iPads that were originally thought to be lost, stolen or misplaced.

Does the iPad come with a Warranty?

All iPads come with a 12 month manufacturer's warranty. If there is a legitimate manufacturer's fault, you will be provided with a "hot-swap" iPad until it is fixed.

Do I have to use the iPad Case which has been provided?

We suggest you use the iPad case that is provided, as it will minimise breakages. Most cases on the market do not protect the iPad and as such the iPad will break if dropped or mistreated. If your iPad breaks, you will need to purchase a new one.

Can I bring my own new iPad that I have purchased independently?

This is not approved under the current KWS iPad Program.

What happens after 2 years... Will I still be able to receive support?

All KWS iPads for students in Years 5-8 will receive technical support and the hot-swap service. A new KWS-owned iPad is provided in Year 5 and the two year old iPad may be refreshed in Year 7. iPad ownership cedes to students at the end of Year 8.

Can the leased iPads be taken home?

Junior School iPads must remain at school and will be stored in a locked facility. From Year 7 onwards, iPads may be taken home. The family is expected to take good care of the iPad and is responsible for any loss, damage and/or theft.

What happens after Year 8?

It is optional for students to continue to bring the device for use in the classroom beyond Year 8. A hot-swap is no longer provided.

What if a student misses the iPad set-up session?

Any student who missed the iPad set-up session must visit the ICT Service Desk in the Library and make an appointment for an individual iPad set-up session. Normally the ICT Service Desk Officer needs two school days notice to organise the iPad, screen protector, protective case and KWS Network Account ready for the set-up session. The set-up session takes approximately 45 minutes.

Does KWS recommend any brand or retailer?

KWS does not recommend any individual brand or retailer.

Can I Bring a MacBook?

Yes, if it meets the KWS Minimum Specifications.
Note: KWS are geared up to support Windows devices and iPads, but not MacBook or other Apple devices.

What help is there for unsupported BYO devices?

There is minimal support provided for BYO devices.

These must meet a minimum specification to qualify to connect to the School wifi. The KWS Anti-Virus (Sophos) must first be installed on each device. Instructions for this are provided on the ICT site on Frog.

Staff and Students are expected to follow the self-help instructions on Frog before seeking help with their UBYO. The ICT Support team will help students only after there has been an attempt to self-service via the ICT Frog site to:

- Assist with KWS Anti-Virus (Sophos) and Adobe installation
- Connect to the wifi and access the filtered internet
- Use One Drive for Business, Office 365, emails and printing
- Connect to and use Frog (Learning Management System).

If the KWS Anti-virus (Sophos) is removed or tampered with, the device will be removed from the School wifi and there is no malware removal or remediation service. Any device infected with malware is not permitted onto the KWS Network.



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