



ASPIRE - LEARN - ACHIEVE

Student Hire to Own (H2O) Laptop Program Charter and Handbook



Queensland Government

Student Hire to Own (H2O) Laptop Program

The Bentley Park College Student Hire to Own (H2O) Laptop Program provides eligible students with exclusive use of their own laptop through a flexible payment plan that leads to full ownership.

The H2O Program provides:

- a seamless transition between school and home learning environments
- access to future digital textbooks and educational software
- improved collaboration and engagement in class activities
- an opportunity to further develop essential digital literacy skills for future success.

Under the H2O Program, the College purchases laptops and legally installs and manages essential software, damage protection, warranty and internet safety features. When the device is paid in full at the end of the agreement, the laptop is restored to factory settings and ownership transfers to the student.

Parents/carers, students and the College formalise this arrangement by signing a *Student Hire to Own Laptop Program (H2O) Binding Agreement*, to ensure all parties have read and understood this *H2O Laptop Program Charter and Handbook*, including their responsibilities and the consequences for failing to abide by them.

The *Student Hire to Own Laptop Program (H2O) Binding Agreement* also includes acknowledgement they have read and understood the *BYOD and TechExpress Charter*, the *Acceptable Use of Information Technology and Virtual Reality Equipment and Systems Policy*, and the *Student Code of Conduct*.

H2O Program: Finance

Device Cost Breakdown

Resource	Cost inc. GST
Laptop device	\$1,163.80
Four-year warranty and ADP insurance	\$ 163.90
Protective case	\$ 45.10
Total cost	\$1,372.80

Repayment Schedule

Repayment Period	4 Year	3 Year	2 Year	1 Year
Payment per fortnight	\$13.20	\$17.60	\$26.40	\$52.80
Number of payments	104	78	52	26

Terms and inclusions

- Laptop payment plan options can be spread over a one, two, three or four year period, paid in fortnightly instalments (other payment options may be negotiated).
- It is preferable that the payment period is reflective of the warranty period i.e.; four years. However, applicants may choose shorter periods as the warranty is limited to the device not the owner.
- The first payment must be made in person at the College or Primary Administration office, with the laptop then being available for collection.
- Payment plans are preferred through BPOINT, and are set up through the College's Finance Department. The payment cycle is on Wednesdays. Payments can also be made via Centapay or Direct Debit.
- Included in the total cost is four-year Accidental Damage Protection (ADP) and warranty, and a carry case.
- If a student leaves the school before the payment term ends, the remaining balance must be settled by last day of enrolment. Alternatively, the device may be returned without reimbursement.

Outstanding accounts

- All payment plan accounts are checked towards the end of each month to ensure payment is current. If accounts have outstanding amounts, the following steps will occur:
 - First missed payment: A text message will be sent advising the payment plan is in arrears.
 - Second consecutive missed payment: Contact will be made requesting a meeting should the arrears not be cleared or contact with the College made within seven days, so we can explore options to resolve the outstanding payments. The laptop may be recalled for use only during school hours.
 - Three months of consecutive missed payments: All access to the device is forfeited and the device is recalled. Inbuilt theft protection software, Computrace®, may be activated if payment is not made and device is not returned, followed by the engagement of DoE-approved debt collectors.
- If the arrears are around a school holiday period, the College reserves the right for the device to be surrendered at the end of term and then collected at the commencement of the next term from the ICT Service Desk staff.

H2O Program: Laptop information

- The 2025 Device is an **Asus BR1403**, with the following features:
 - 14" LCD screen
 - Intel Core i5 processor
 - 8GB DDR5 RAM
 - 256 GB SSD
 - Up to 11 hours battery life
 - Four-year warranty (including battery)
 - Four-year Accidental Damage Protection (ADP)
 - Protective case
- Laptops are commercial-grade devices specially designed to withstand the rigours of daily student use.
- Devices have the Department of Education (DoE) operating system, which provides the same platform as all other devices in the College.
- Standard education software is pre-installed for students.
- Onsite warranty repairs are made by the supplier, usually by the next business day.
- Priority 'hot-swap' loan devices accessible when repairs are needed (subject to availability).
- Onsite technical support is available in school hours, Monday to Friday.

Throughout the agreement period, the College's ownership provides several advantages:

- **Software management:** Installation and maintenance of the operating system, antivirus software, and all required educational software (excluding software specific to computer labs).
- **Internet filtering:** Ensures safe internet access both at school and at home.
- **Network and technical support:** Offers secure access to the school network, full technical support through the ICT Service Desk, and access to 'hot-swap' laptops, if repairs are needed.
- **Anti-theft and protection features:** Devices come equipped with Computrace®, anti-theft software, 'lemon clause' protections, and comprehensive warranty and ADP coverage.
- **Claims management:** The College handles all warranty and ADP claims on behalf of the student.

Throughout the repayment term, students are required to grant authorised school staff access to the device and any associated data upon request. This requirement extends to any external storage devices that have been connected to the laptop during the period of use.

'Hot-swap' loan laptops

Bentley Park College has a limited suite of pre-used laptop devices that have been refurbished and reconditioned. As a service to participants of the H2O Program, these 'hot-swap' laptops will be made available to students for temporary loans if repairs to a student's H2O Program device are needed. There are no fees associated with 'hot-swap' laptops and they are subject to availability.

'Hot-swap' laptops are issued from 8.45 am to 9.15am and must be returned no later than **3.15 pm** of the allocated day.

H2O Program: Operating your laptop

If you are unsure about the best way to do something, or the correct way to manage your laptop, ask a teacher or the College's ICT Service Desk staff.

Although the H2O Program laptops are owned by Bentley Park College, it is the student's responsibility to **take care of, secure and operate** their device and accessories at all times for the duration of the H2O Program in accordance with College policies and guidelines.

Important points:

- Follow the H2O Program Charter at all times and in all locations, inside or outside the College.
- Please treat your laptop with great care and do not lend your laptop to anyone.
- Back up your data - you are encouraged to keep your important work (school work) on your DoE OneDrive space.
- Follow all instructions given by staff.
- Login correctly and logoff when finished.
- Always shut down computers through the 'Start – Shutdown' procedures.
- If there appears to be a physical/hardware issue with your laptop, do not try to fix it. Instead take it to the ICT Support as soon as possible.
- If you are having software issues, you may try to fix them, but do not spend considerable time with it. Take it to the ICT Service Desk staff as soon as possible.

Taking care of your laptop and accessories

Laptops

- Laptops, when not in use, **must** be stored in the provided carry case. This is especially important when the laptop is being carried around the College, home or in transit. ICT Service Desk staff and Technical Support staff are not permitted to assist students with issues unless the laptop is presented with its case. The ADP may not be accepted if the provided protected case is not being used appropriately, and the full cost of repairs may apply if damaged outside of the case.
- Try to avoid moving your laptop around when it is on.
- Laptops **must** be switched off before being placed into the carry case, or they can become a safety hazard and could cause a fire.
- Before switching on, gently place your laptop on a stable surface. Don't use your device on soft surfaces (e.g. sofa, bed or carpet) as this may restrict airflow of the internal fans which may cause overheating and fires.
- When storing your laptop and case in your school bag, avoid over filling it as too much pressure may cause damage to the device screen.
- Don't place objects on top of your laptop, and be careful when putting the laptop in the car by ensuring no other items are placed on top of it or can roll onto the laptop in its carry case.
- Avoid dropping or bumping your device.
- Don't get the device wet. Even though they will dry and appear to operate normally, the circuitry could slowly corrode and pose a safety hazard to all users.
- Don't eat or drink while using your device as moisture and food particles can damage the device and may void the warranty.
- Avoid exposing your device to direct sunlight or sources of heat such as desk lamps; try to avoid dust, dirt, rain, liquids or moisture, heavy shock and vibration.
- Graffiti is not permitted on laptops or carry cases.

Keyboard

- Gently brush your keyboard with a dry, clean, soft bristled paint brush or similar to remove dirt.
- If any key tops are missing or keys are in a damaged state, take your laptop to the ICT Service Desk staff for immediate repair.
- If damage to keyboard is due to food or liquid between keys, **ADP claims may be denied.**

Carry case

- The carry case should be fully zipped up before being carried, and then fully unzipped before removing the laptop to avoid non-warranty bag damage.
 - NOTE: Carrying your laptop incorrectly is considered negligent and negates your Accidental Damage Protection (ADP). If damage occurs when not in case provided, **ADP may be denied.**
- To clean the case, take a non-abrasive, damp cloth and gently rub your laptop casing to remove any dirty marks. Do not spray cleaner or water directly onto the laptop or the laptop case.

LCD screen

- LCD screens are delicate – do not poke, prod, push or slam them. Never pick up your laptop by its screen. Don't close the screen with force. Always be gentle when putting your laptop down.
- Avoid applying pressure to the screen.
- To clean your LCD screen:
 1. Switch off your laptop.
 2. Lightly dampen a non-abrasive cloth with an LCD cleaner and gently wipe screen in a circular motion (there should be hardly any LCD cleaner in the cloth when applying to the screen)

Do not directly apply water or LCD cleaner to the screen – instead always use the moistened cloth method.

AC adapter/charger

- Laptops are expected come to school fully charged ready for use. If there appears to be charging problems, see the ICT Service Desk staff promptly.
- Charging adapters must only be used for your device - do not use the adapter on any other device at home or school.
- Do not step on your power cord or place heavy objects on top of it.
- Keep your cord away from heavy traffic areas.
- When unplugging the power cord, pull on the plug itself rather than the cord.
- Do not wrap your cord tightly around the adapter box.

Important note: If your adapter is lost or damaged, you will be charged for a replacement as it is not covered by ADP

Theft and loss

If a laptop is stolen **outside of the school**:

- the parent/carer is required to report the incident to the police and ensure the following documentation is provided when informing the school:
 - Police crime number (QP number)
 - Statutory declaration (usually completed with the police)
- on receipt of the necessary documentation, DoE will initiate recovery procedures via the inbuilt theft protection software, Computrace®.

If a laptop is stolen **at school**:

- the College is required to report the incident to the police and an internal investigation will also be conducted by the College's Student Services Department
- DoE will initiate recovery procedures via the inbuilt theft protection software, Computrace®.

Should a device be unrecoverable, whether lost or stolen, the full replacement cost will be sought. Parents/carers are advised to contact their own home and contents insurance for information about claiming this cost.

Accidental damage

Where a laptop is accidentally damaged, the student must take the device to the ICT Service Desk Technicians as soon as possible for assessment. If it is covered by ADP, the repairs will be organised by the ICT Service Desk technicians. If the laptop is accidentally damaged, a 'hot-swap' loan laptop will be arranged until the repairs are complete, subject to availability.

Wilful, malicious, and damage caused by misuse.

If damage to the laptop is identified as being wilful or malicious, the student's parents/carers will be invoiced according to the repair costs from the vendor.

Data security and backups

- Students must understand the importance of backing up data securely, especially as work can take considerable time to prepare. If a hardware or software fault develop, assignment work may be lost.
- The student is responsible for the backup of all data. Students are encouraged to use OneDrive that is provided by DoE for free for all students. This allows students to access their work from any device. All files on OneDrive are automatically backed up. You may also use a USB flash drive to back up data, but please be aware they can be unreliable.
- Students should also be aware that, if any repairs need to be carried out, the contents of the device may be deleted and the storage media reformatted, thus the importance of backup.
- When in class, students should screen lock their laptop computer whenever they are away from the device for any period of time.
 - This is done by pressing the Windows (■) key + L
- To unlock – press CTRL + ALT + DEL simultaneously, then enter student's password in the password field and press ENTER.
- Students should regularly restart their computers whilst at school to ensure that their machine engages with any new updates that are remotely deployed from the school network. It is recommended that this is done once a week.

Passwords

- Passwords must not be obvious or easily guessed, must be kept confidential at all times, and changed when prompted or when known by another user.
- Personal accounts cannot be shared. Students should not allow others to use their personal username and password, which is provided by the school, for any reason.
- Students should log off at the end of each session to ensure no one else can use their account or laptop.

Cyber Safety

At any time, if a student believes they have received a computer virus or spam (unsolicited email), or they have received a message that is inappropriate or makes them feel uncomfortable, they must inform their teacher, parent or carer as soon as possible.

Students **must seek advice** if another user seeks personal information, asks to be telephoned, offers gifts or asks to meet a student.

Students are encouraged to explore and use the [Cybersafety Help button](#) to



talk, report and learn about a range of cybersafety issues.

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

- a message sent to them in confidence
- a computer virus or attachment capable of damaging the recipient's computer or other devices
- chain letters or hoax emails
- spam, such as unsolicited advertising.

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.

Parents, carers and students are encouraged to visit the eSafety website: <https://esafety.gov.au>

Privacy and confidentiality

It is important that students do not publish or disclose the email address of another student or a staff member without that person's explicit permission.

Students 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.

Blue Coat Web filtering

An internet filtering solution known as Blue Coat provides DoE with the ability to restrict access to inappropriate material on DoE's ICT network. Content filtering is active 100% of the time.

This filtering system is installed on each device and will work regardless of whether the device is connected to a school, home or other network.

To help keep students safe when using the DoE network, DoE imposes a 'high' level of internet access filtering. A 'high' level provides a greater level of protection, and therefore a high level of restriction.

Sites that are blocked under a high level of internet access include:

- social networking sites, such as Facebook
- open/mixed content, such as YouTube
- language translation sites
- internet telephony sites, such as Skype
- alternative sexuality/lifestyles
- intimate apparel/swimsuit sites.

Parents/carers, in partnership with the College, may choose to allow students a 'medium' version of web filtering when working on a non-departmental network, such as home Wi-Fi. The medium level filter provides a more relaxed level of protection for students and they are able to access all of the types of sites listed above. It is important to remember filtering systems are not foolproof and do not replace the need for parental supervision when students are online.

As part of the set up of the access for the H2O device, parents/carers must select either a high or a medium level of internet access filtering for their student.

Elevated access

Laptops may have elevated local administration permissions, which would provide the ability to install hardware such as home printers and software (approval is to be indicated on agreement form).

Students should not misuse these privileges. The misuse of this access may result in disciplinary action which includes, but is not limited to, the withdrawal of access to services.

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 persons knowingly using their account to access internet or online communication services.

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

Software

The software loaded on the device is licensed to Department of Education (DoE) or the school. The parent or carer must ensure that the software is not copied, deleted or transferred. Unauthorised use may breach copyright laws and the parent or carers may be held liable for any damages incurred.

Students may have the ability to install additional software onto the laptop. However, only licenced software can be installed. The student must hold a valid licence for any software installed and the license must be appropriate for installation on the laptop.

Devices may be audited by a school, requiring students to present a valid software licence for any personal software installed. Devices may be re-imaged at any time for numerous reasons without consultation with students or parents/carers, and all local data may be lost in this process.

Monitoring and reporting

Students should be aware that all use of internet and online communication services can be audited and traced to the account of the user at any time.

All material on the device is subject to audit by authorised school staff. If at any stage there is a police request, DoE may be required to provide the authorities with access to the device and any peripherals, such as USB storage devices, and personal holdings associated with its use.

Students' reporting requirements

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 DoE must also be reported to the school.

Acceptable computer and internet use

On enrolment in a Queensland Government school, parent/carer permission is required to give students access to the internet, based upon DoE's *Use of ICT systems procedure*:

<https://ppr.qed.qld.gov.au/attachment/use-of-ict-systems-procedure.pdf>

The *Use of ICT systems procedure* also forms part of the H2O Program Handbook and Charter, along with the College's *Acceptable Use of Information Technology, Virtual Reality and Augmented Reality Equipment and Systems Policy* on the website.

<https://bentleyparkcollege.eq.edu.au/SupportAndResources/FormsAndDocuments/Documents/Rules%20and%20policies/acceptable-use-of-IT-VR-AR-policy.pdf>

The acceptable-use conditions apply to the use of the device and internet both on and off the school grounds. There are a few conditions that students should adhere to.

Students are not to:

- create, participate in or circulate content that attempts to undermine, hack into and/or bypass the hardware and/or software security mechanisms that are in place
- disable settings for virus protection, spam and/or internet filtering that have been applied as part of the school standard
- use unauthorised schemes and intentionally download unauthorised software, graphics or music
- intentionally damage or disable computers, computer systems or DoE networks
- use the device for unauthorised commercial activities, political lobbying, online gambling or any unlawful purpose.

Note: Students' use of internet and online communication services may be audited at the request of appropriate authorities for investigative purposes surrounding inappropriate use.

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Student Hire to Own Laptop Program (H2O) Charter Agreement

Student Charter Agreement

- I have read and understood *H2O Laptop Program Charter*, the *BYOD and TechExpress Charter*, the *Acceptable Use of Information Technology and Virtual Reality and Augmented Reality Equipment and Systems Policy*, and the *Student Code of Conduct*.
- I understand my responsibility to use my laptop in accordance with these rules and understand the consequences should I fail to abide by them.
- I understand there is a limited number of laptops available for hire.

Student name:			
Form class:			
Username/login (if known):			
Student signature:		Date:	

Parent/Carer Permission and Charter Agreement

- I understand there is a limited number of devices available for hire.
- I have read and understood *H2O Laptop Program Charter*, the *BYOD and TechExpress Charter*, the *Acceptable Use of Information Technology and Virtual Reality and Augmented Equipment and Systems Policy*, the *Student Code of Conduct*, and the *DoE's Use of ICT systems procedure*:
<https://ppr.qed.qld.gov.au/attachment/use-of-ict-systems-procedure.pdf>
- I understand the responsibilities my child has with regard use of a laptop in accordance with these rules.
- I understand the consequences should my child fail to abide by the abovementioned policies.
- I agree to make payment/s by the due dates, and I understand that failure to do this may result in the cancellation of my child's participation in the H2O Laptop Program and debt recovery action being undertaken.
- I agree to pay all costs that may occur should the laptop and/or its accessories be lost or damaged.
- I understand my student will not be permitted to participate in optional school activities, as per the *Bentley Park College Representative Eligibility Policy (REP)*, if my payment arrangement falls into arrears.

I authorise the following security levels (more information in the H2O Program Charter):

- Blue Coat Web filtering to be set at ☐ High ☐ Medium
- Elevated Administration approval ☐ No ☐ Yes

Parent/Carer name:		Date:
Parent/Carer signature:		

College representative approval

College representative name:		Date:
College representative signature:		

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Student Hire to Own Laptop Program (H2O) Financial Application

Student name:	
Form class:	

- The Bentley Park College Student Hire to Own (H2O) Laptop Program provides eligible students with exclusive use of their own laptop through a flexible payment plan that leads to full ownership.
- Under the H2O Program, the College purchases laptops and legally installs and manages essential software, damage protection, warranty and internet safety features.
- When the device is paid in full at the end of the agreement, the laptop is restored to factory settings and ownership transfers to the student.

Payment: Please tick one option:			
Duration	Number of fortnights	Fortnightly payment	Total cost
<input type="checkbox"/> 1 Year	26	\$52.80	\$1372.80
<input type="checkbox"/> 2 Year	52	\$26.40	\$1372.80
<input type="checkbox"/> 3 Year	78	\$17.60	\$1372.80
<input type="checkbox"/> 4 Year	104	\$13.20	\$1372.80

Please select your preferred payment method:

- ☐ BPOINT – details on invoice (preferred payment method)
- ☐ Centrepay – from the office
- ☐ Direct Debit – Bank Details: BSB 064830 | Account No: 10038052 |
Account Name: Bentley Park College

Parent/Carer name:		Date:
Parent/Carer signature:		
Parent/Carer email address:		

- Email address required to receive electronic copies of documentation.
- Please return completed documentation to the College Administration Office.
You will then be contacted to arrange your in-person appointment regarding finance.

OFFICE USE ONLY		
Payment Received On:		Laptop Issued On:
Laptop Details:		
Make/model	EQ Asset Number	Asset Serial Number