



iPad Damage and Loss Procedures

Effective Date	November 2021
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Associated Documents	• The Vision and Mission of the Lismore Diocesan Catholic Education Board • Bring Your Own Device (BYOD) and Digital Technologies • Student Digital Technologies (and Social Media) • Media Policy • Privacy Policy • Child Protection Policy • Bullying & Harassment Policy • Grievance Policy • Mobile Devices Guidelines

Overview

St Joseph's College Banora Point provides students with access to the internet and digital technologies, including iPads, for learning. This document outlines the procedures for damage and loss of the iPads.

Procedure for damage or loss of iPads

- The student reports the iPad incident to the teacher ASAP. The teacher completes a Helpdesk Ticket informing the CSO ICT Support of the incident.
- The CSO ICT Support will assist with diagnosing the issue to see if it can be resolved without needing a warranty repair. The CSO ICT Support will either fix the problem or lodge the problem with AppleCare+ under warranty repair.
- If the technical issue cannot be resolved the school will determine whether the incident was an unavoidable accident (school pays) or breach of the BYOD Student Agreement /student misuse (family pays). All genuine faults will be repaired at no cost to the family.
- If the iPad is damaged the CSO ICT Support will notify the teacher and relevant Leader of Learning Technologies for further action.

Please note: If the iPad is damaged outside of Apple's warranty policy and requires an excess to be paid this will be paid for by the school and the fee will be billed to the family's school account.

- If the iPad is lost it cannot be claimed through AppleCare+ the cost will be at the discretion of the Leader of Learning Technologies in consultation with the Leader of Student Wellbeing.
- At the conclusion of the process, parents will be contacted by the Leader of Learning Technologies and advised of the outcome. The incident will be recorded in Schoolworx by the Leader of Learning Technologies. The incident should be recorded under General Notes – Other.

Procedure for damage or loss of Apple Pencil

- The student reports the incident to the teacher ASAP. The teacher completes a Helpdesk Ticket informing the CSO ICT Support of the incident.
- The CSO ICT Support will assist with diagnosing the issue to see if it can be resolved without needing a warranty repair. The CSO ICT Support will either fix the problem or lodge the problem with AppleCare+ under warranty repair.

- If the technical issue cannot be resolved the school will determine whether the incident was an unavoidable accident (school pays) or a breach of the BYOD Student Agreement/student misuse (family pays). All genuine faults will be repaired at no cost to the family.
- If the Apple Pencil is damaged the CSO ICT Support will notify the teacher and Leader of Learning Technologies for further action.

Please note: If the Apple Pencil is damaged outside of Apple's warranty policy and requires an excess to be paid this will be paid for by the school and the fee will be billed to the family's school account.

- If the Apple Pencil is lost it cannot be claimed through AppleCare+. Parents will be advised by the Leader of Learning Technologies that they will be billed \$145 for a replacement. The CSO IT Department will order a replacement Apple Pencil and the fee will be billed to the family's school account.

Please note: Loss of Apple Pencil is not covered under AppleCare+. The lost Apple Pencil must be replaced with a genuine Apple Pencil RRP AU \$145.

- At the conclusion of the process, parents will be contacted by the Leader of Learning Technologies and advised of the outcome. The incident will be recorded in Schoolworx by the Leader of Learning Technologies. The incident should be recorded under General Notes – Other.