

ICT Guarantee of Service Access Agreement 2023

Students at Brisbane South State Secondary College leverage digital across their classes each day. In order to support our standard of ICT deliverance within the College, we have implemented a BYOD ICT Guarantee of Service. This fee better equips the College to meet the ever-increasing needs of ICT within the curriculum, the issues students may face in their day to day with computer, and provide expert advice if an issue. An invoice for \$82.60 will be generated as your child will be accessing this service as part of their learning at Brisbane South State Secondary College.

ICT Guarantee of Service inclusions, but not limited to:

- Access to the IT Hub Concierge Helpdesk 4 times daily for ICT support;
- Access to IT advice on computer issues and troubleshooting for warranty claims;
- Access to a loan device for up to 4 weeks if your child's device is damaged and being repaired or replaced;
- Access to secure charging of a device;
- Access to participate and use AR, VR and eSports devices utilising our secondary internet connection.

If the ICT Guarantee of Service fee is not paid, your child will be limited to only connecting to our school network at the beginning of the year, and basic troubleshooting to achieve connection for their learning.

Please contact the IT Manager regarding any concerns or questions. Please return this form to the Administration Hub or email administration@brisbanesouthssc.eq.edu.au agreeing to the ICT Guarantee of Service.

To access the ICT Guarantee of service inclusions for 2023

Please complete the below form and return to the Administration Hub

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Student Name	Student Signature	Date	Year Level
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Parent/Guardian's Name	Parent/Guardian's Signature	Date	

