



# Holy Cross College Ryde

Technology Enabled Classroom (TEC) Program

TEC Handbook 2011



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TEC information, including this handbook, will be found on the College website:

<http://www.holycrosscollege.org>

## Contact People

<b>Mr Adam Taylor</b> College Principal	Mr Taylor navigates and oversees the development of the TEC Program within the College
<b>Mr Benjamin Lum</b> TEC Program Coordinator / eLearning Coordinator	The general contact person for parents making inquiries into the administration of the TEC Program.
<b>Mr Michael Croucher</b> Leader of Middle School	Mr Croucher as leader of the Middle School oversees the integration of the use of the notebook computer in the Middle School classroom.
<b>Ms Natalie Russell</b> Year 7 Coordinator	The Year Coordinators looks after the pastoral issues around the use of the notebook computer in class.
<b>Mrs Alison Wheelhouse</b> College Accounts Secretary	Mrs Wheelhouse manages all aspects of College finance including the TEC Program.
<b>Mr Charles Mathieu</b> ICT Support Officer	Mr Mathieu manages the ICT Helpdesk and is responsible for technical and day-to-day elements of the TEC Program including the setup and configuration of the notebook computers and College network and organising of software and hardware repairs of notebooks.
<b>Ms Rachel Norman</b> Sydney Education Manager (MACI)	Ms Norman is the liaison officer between the College and MACI.

## Responsibilities of Students

Learning in the 21st Century increasingly requires students to fully engage in the learning process and take responsibility for and contribute to high achievement of learning outcomes. Recognition of student levels of comfort within digital environments and their capacity to take responsibility for hardware is recognised by the College's rollout of ICT to students. As a result it is expected that:

- Students will take responsibility for the hardware provided to them
- Students will commit through contract learning and other agreements to striving to achieve their personal best in their learning
- Students will take responsibility for monitoring their own learning, set goals and aim to achieve their personal best in their learning
- Students aim to use digital content ethically and critically with an appreciation that effective use of digital material requires evaluation, review and reflection

## Responsibilities of Parents

While the College aims to keep fees to a minimum and provide the best education possible for every student, the TEC Program constitutes a "business arrangement" as well as an education program for students.

In the TEC Program considerable advantages are passed on to parents. The College does not attempt to profit from the TEC Program but rather to offer it "at cost" to parents. The College must bear the considerable costs of supporting the program. Many of our costs are administrative: processing applications, testing, evaluation, insurance claims, documentation, etc. Other costs are for practical items: lockers, software, hardware, technical service, teacher professional development, etc.

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# The Role of the Parent

The parent plays a crucial role in the success of the TEC Program for their son. The axiom that the more parents involve themselves in the endeavours of their children the more successful their children will be, very much holds true in the context of the goals of the TEC Program. Here are some general ways you can help.

- ❖ Always **show interest** in the schoolwork your son is doing with his notebook. Encourage him to present his work to you on a regular basis, especially before the work is handed in for assessment. Ensure that you are as positive and supportive as you can be in your comments/criticisms. Display good work somewhere in the house.
- ❖ Ensure that your son is taking his notebook computer to school **every day**. (Thursday is the only day his notebook must be left at home.) If you notice that he is leaving his notebook at home, talk to him about it and contact his Year Coordinator.
- ❖ Inform the College through the TEC Program Coordinator if you feel that your son is **under-utilising** his notebook computer.
- ❖ Allow your son the opportunity to **share** his computer skills with you. This could be done by either sharing computer knowledge with your son, or allowing him to teach you or his siblings how to use the notebook computer - teaching is a great way of learning.
- ❖ Support the notion that the notebook computer is for the **use of a particular child** of the family, it is not, as such, a family computer.
- ❖ **Screen** very carefully any software your son uses on his notebook computer, especially any CDs or USB storage devices he may borrow from a friend. Undesirable elements such as viruses and unwanted images come from USB storage devices and can come from CD-ROM's. The Internet is a massive incubator and home of many viruses. Downloading from the Internet should be done with great care.
- ❖ It is suggested that a child always be under **supervision** when on the Internet.
- ❖ Regularly **check the contents** of your son's notebook computer.
- ❖ Make sure that your son works on the notebook computer in a **computer-safe environment**. The notebook computer should not be used in the kitchen (liquids) and it should not be left or used on the floor (big feet). While a notebook computer **may** be used while travelling in the family car, it is not advisable that it be used while travelling on a bus or train.

## Home Supervision

Whilst the network, software and operating system filters will assist in limiting access to inappropriate material, computer software will not replace the supervision and care of a parent. Good advice is available from the Federal Government website, <http://www.cybersmart.gov.au/>

Further to this government advice, the College makes the following recommendations to parents:

- ❖ Notebook computer use, particularly for younger children, is restricted to family areas of the home, such as the family room or kitchen. This is particularly important where wireless access allows internet use throughout the home.
- ❖ Children should be supervised on the Internet. Make rules about what is appropriate Internet use for your family and stick to them. It is recommended that these rules reinforce the College IT Acceptable Usage Policy, available in school diaries.
- ❖ Communicate with other parents before sleepovers to make rules regarding whether computer use is allowed, whether there will be Internet use and what viewing categories will be allowed for movies or games.
- ❖ Educate yourself and your children about potential dangers online and how to make the right choices about online behaviour. This should support school advice to students to never provide personal information on a global system or to identify friends or themselves in photos.
- ❖ Social networking tools such as Facebook, Windows Live Messenger (MSN) and multiplayer games such as Call of Duty present important opportunities for communication and their proliferation indicates their widespread popularity amongst young people as the communication tool of choice. They also present an avenue for bullies to harass other students outside of school. Parents are encouraged to build on the education in social networking and cyber-bullying provided at school. This should include active supervision and discussion with children at home regarding appropriate use and content.

## Notebook Computer Use in the Classroom

The nature of the one-to-one environment is that students will have their notebook computers with them and available for use throughout the school day. This does not mean that they will be used in every class. Like other learning tools, the use of notebook computers will depend on the particular learning activity and this is at the discretion of the teacher. Notebook computer activities will blend with others such as writing, reading, discussion, debate and assessment and students will find that their use of the notebook computers will vary from day to day.

## Handwriting, Writing Skills and Notebook Computers

The nature of school and state wide testing continues to dictate that students are required to take the bulk of tests by hand rather than with their notebook computer. With this in mind, it is school policy that handwriting skills and handwriting activities will remain as regular activities across the curriculum. This is particularly the case in senior years as students prepare for the external exams of the School Certificate and Higher School Certificate (HSC).

# College / Parent Communication

The College considers it a priority to keep TEC parents informed and up-to-date on developments within the program. To facilitate this:

- ❖ parents have the opportunity to speak to the TEC staff and view students' work at the annual Open Day.
- ❖ staff are always willing to discuss any issues with parents either over the telephone or in person (appointment required).
- ❖ TEC information is always available on the College website: <http://www.holycrosscollege.org>

## Your New Notebook - 2011

In March you received your new Apple notebook. Here are its details:

### Apple MacBook 2.4GHz Unibody White Notebook Computer

- ❖ 2.4 GHz Intel Core 2 Duo
- ❖ 13.3-inch (diagonal) TFT glossy widescreen display
- ❖ 2GB memory
- ❖ Slot-loading optical Superdrive
- ❖ 250GB Hard Drive
- ❖ Built-in 802.11n AirPort Extreme wireless
- ❖ Mac OS X 10.6 Snow Leopard, iLife 09 and iWork 09



### Complete with:

- ❖ 3 Year AppleCare warranty
- ❖ 3 Year MAC1 macCARE service for Holy Cross
- ❖ 3 Year Insurance
- ❖ STM Armour Bag

### Store your notebook details here:

Serial Number: \_\_\_\_\_

Date of Purchase: February 2011

Warranty and Cover expires on: February 2014

In addition to the software included with the computer purchase, the MacBook is delivered to you with the College software pre-loaded onto the notebook.

Software Applications	Software Applications	Electronic Texts
<ul style="list-style-type: none"> <li>❖ MacOS X 10.6 Snow Leopard</li> <li>❖ iLife 09 (includes iPhoto, iMovie, iWeb, iDVD and Garageband)</li> <li>❖ iWork 09 (includes Pages, Numbers and Keynote)</li> <li>❖ Adobe CS4 Web Premium* (includes Photoshop, Dreamweaver, Fireworks, Flash, Soundbooth) and Illustrator)</li> <li>❖ Comic Life Magiq*</li> <li>❖ Inspiration 8*</li> <li>❖ Robolab 2.9*</li> <li>❖ ClamX Anti Virus</li> </ul>	<ul style="list-style-type: none"> <li>❖ NeoOffice</li> <li>❖ SMART Board Software</li> <li>❖ Finale Notepad 2008</li> <li>❖ Mozilla Firefox Google Earth</li> <li>❖ Google Sketchup</li> <li>❖ Scratch</li> <li>❖ Blender</li> <li>❖ Audacity</li> <li>❖ Jomler</li> <li>❖ Seashore</li> <li>❖ FileZilla</li> <li>❖ KompoZer</li> <li>❖ VLC Player</li> </ul>	<ul style="list-style-type: none"> <li>❖ Science Focus 1 (Year 7)</li> <li>❖ Science Focus 2 (Year 8)</li> <li>❖ New Signpost Mathematics 7</li> <li>❖ New Signpost Mathematics 8</li> <li>❖ Geography Focus 1</li> </ul>

\* College-owned software leased to the student as part of the TEC annual fee. The software remains the property of the College and must be removed when exiting the TEC Program.

# MAC1 - Suppliers and Product Service



MAC1 has been selected as the supplier for the notebook computers and after-sales service for students commencing the TEC Program at Holy Cross.

If at any time you would like to contact MAC1, the details are:

Ms Rachel Norman (Sydney Education Manager)

MAC1 Burwood  
 41 Burwood Road  
 Burwood  
 NSW 2134

Telephone: 02 8741 0700 Fax: 02 9715 2550  
 Email: [holycross@mac1.com.au](mailto:holycross@mac1.com.au)

## Payment Options

There are two options for you to choose from. All College associated TEC fees must be paid with Term One school fees. The Entry Fee must be paid when you are informed of your son's acceptance into the program.

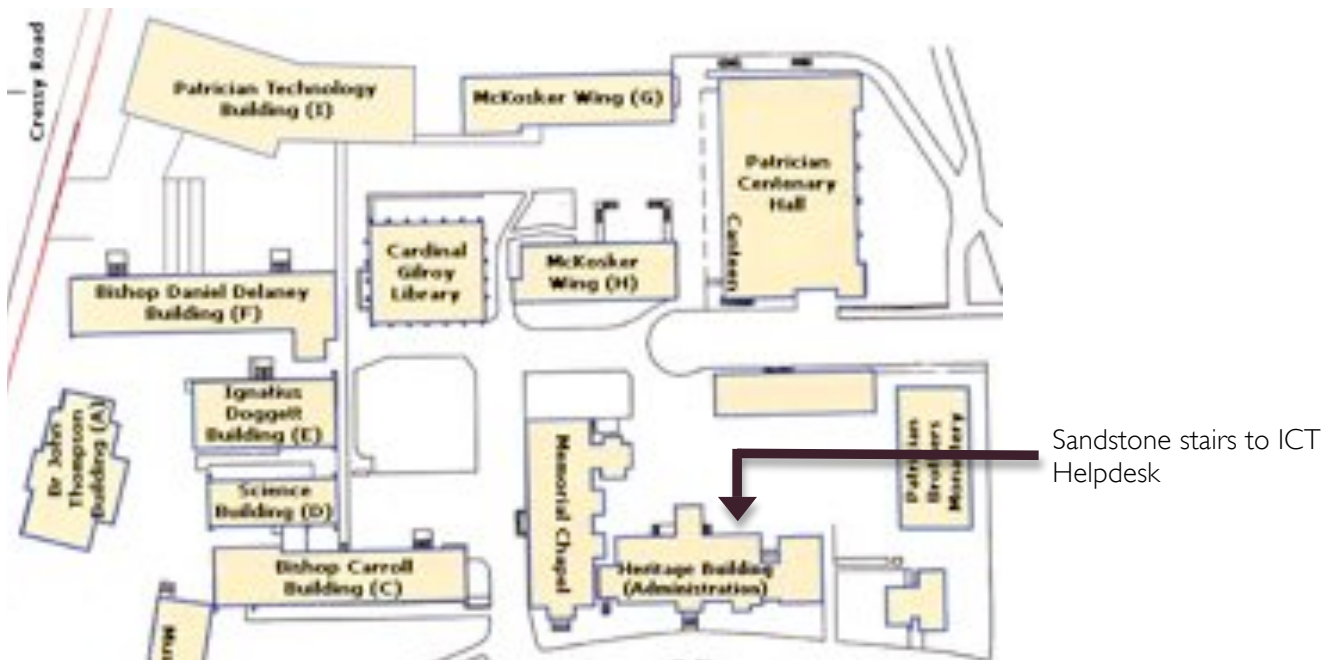
Option	Description	Payment Plan
<b>A</b>	<b>Purchase</b> outright through MAC1	<p><i>Annual TEC Support and Maintenance Fee (College)</i>                      \$145.00 - To be paid to College with Term 1 fees.</p> <p><i>Notebook Computer (MAC1)</i>                      \$1,604.45 – Must be paid in full when submitting the order for the notebook computer.</p>
<b>B</b>	<b>Lease</b> through MAC1	<p><i>Annual TEC Support and Maintenance Fee (College)</i>                      \$145.00 - To be paid to College with Term 1 fees.</p> <p><i>Notebook Computer (MAC1)</i>                      Parents may choose to purchase the computer or to lease the computer over a 24 or 36 month period with flexible end of term options available. Please contact MAC1 for more information.</p>

# Notebook Repairs

## ICT Helpdesk

The ICT Helpdesk is located in “The Basement” of the Heritage Building and is the central location for seeking technical support with the notebook computers.

The entrance to the ICT Helpdesk is at the bottom of the sandstone stairs at the back of the Heritage Building, near the Patrician Brothers Monastery.



The ICT Helpdesk is open to provide technical support for Year 7 and 8 TEC Program on:

**Mondays** during recess  
(11:05am to 11:35am)

**Wednesdays** during recess  
(11:05am to 11:35am)

**Fridays** during recess  
(11:05am to 11:35am)

When the notebook computer has been repaired, the student will be notified by the administration office. The notebook computer can then be picked up from College reception.

## Repairs procedures

- 1) As soon as a student identifies a problem with his laptop he should do a **full backup of his files** (if possible) and notify the ICT Helpdesk of the problem on the next available repair day. All notebook repairs must go through the College's ICT Helpdesk.
- 2) The ICT Helpdesk will determine whether or not the problem is a software issue, warranty issue or insurance issue. A table outlining the process for software, warranty and insurance issues can be found on the following page.
- 3) **This is very important:** If the student or parents are not entirely satisfied with the repairs, the ICT Helpdesk must be notified **immediately**. Do not hold onto it for a week or two hoping that it will come good.

Software, Warranty and Insurance Process

Software Issue	Warranty Issue	Insurance Issue
<p>Where possible, software problems are resolved by the ICT Helpdesk. If the problem cannot be resolved, then it will be suggested that the notebook computer is re-imaged. More details about re-imaging can be found below.</p> <p>The notebook computer will be ready for pick-up on the same day.</p>	<p>Warranty issues will require the notebook computer to be sent to <i>MACI</i> for repairs. There is no paperwork required for warranty repairs.</p> <p>The ICT Helpdesk will test the notebook computer and generate a job card which is sent to <i>MACI</i> with the notebook for repairs. The notebook is then returned back to the College where it is tested by the ICT Helpdesk.</p> <p>The notebook computer will be ready for pick-up on afternoon of the next service day.</p>	<p>If the repair needs to be covered by insurance, then the appropriate insurance claim forms and excess/fees are required prior to sending the notebook to <i>MACI</i> for repairs. Forms are available from the TEC Office, the Appendix of this handbook and from the College Website.</p> <p><b>Parents that are leasing the notebook</b> will need to complete an "Incident Notification Form", which also includes provision for credit card details to cover the \$220 administration fee.</p> <p><b>Parents that have purchased their notebook outright</b> will need to complete an Insurance Claim Form and attach a cheque made out to <i>MACI</i> or pay by credit card over the phone to cover the \$150 insurance excess.</p> <p>Only with the completed forms and cheque (if required), the ICT Helpdesk will then generate a job card and send the notebook to <i>MACI</i> for repairs. The notebook is then returned back to the College where it is tested by the ICT Helpdesk.</p> <p>The notebook computer will be ready for pick-up on afternoon of the next service day.</p>

\* For insurance claims under \$1,500. Claims over \$1,500 are subject to approval and may take up to two weeks.

**Re-imaging**

If a student is experiences problems that are software related, performing a re-image of the machine can easily repair it. Re-imaging removes everything on the hard drive and restores the machine back to the original state it was in when you first received it. There are two levels of re-imaging:

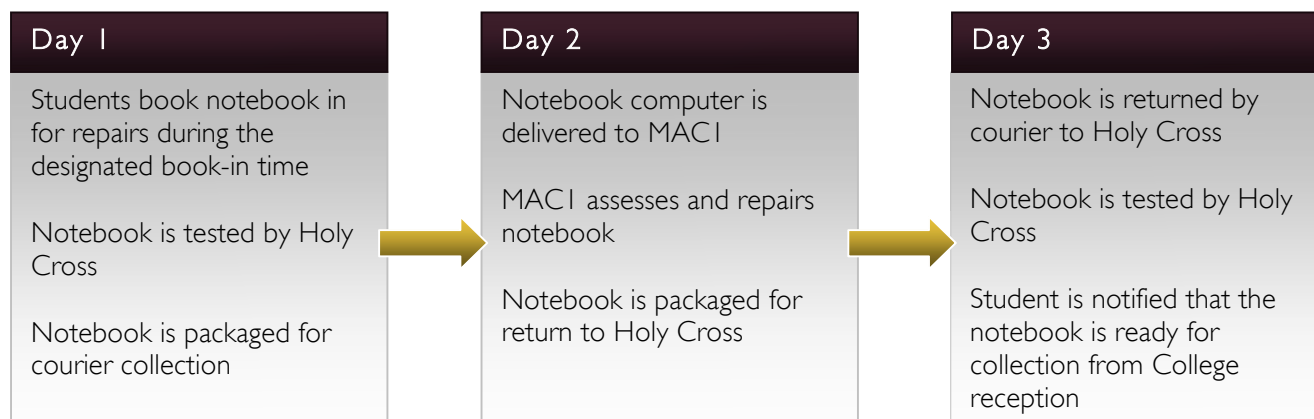
*System Re-image* – This level deletes everything from the System drive (Macintosh HD) and restores the software back to the original state it was in when you first received the machine. It leaves the Data drive intact. A System Re-image is performed when a student is experiencing problems with MacOS X or other software. A student's first System Re-image is free and each subsequent System Re-image will attract a **\$15.00** fee. The fee is to be paid at the College accounts office and the receipt presented at the ICT Helpdesk when booking machine in for repair.

*Complete Re-image* – This level deletes everything from all System drives (Macintosh HD) AND the Data drive and restores both back to the original state it was in when you first received the machine. This re-image is normally performed after the Hard Drive in the machine has been replaced (this will be done free of charge), or if inappropriate material has been found on the machine (there will be a **\$40.00** charge for this).

### macCARE for Holy Cross

The macCARE Service Level Agreement ensures that Holy Cross receives a priority service response not exceeding 24 hours. This agreement covers the Apple MacBook within the 3 year warranty period and Insurance claims under \$1,500. In the event a repair cannot be finalised, MACI will provide a loan unit from their "hot-swap" pool specifically designated for Holy Cross.

The College has implemented the macCARE service agreement as described in the diagram below.



It is recommended that students book-in their notebook for repairs on Mondays or Wednesdays; however, in situations where the notebook is not operational, it is possible for the notebook to be booked-in on Friday and returned on Wednesday the following week.

### Holiday repairs

If the laptop requires hardware repairs over the school holidays, you may make contact directly with MACI to organise for the machine to be repaired. You will need to arrange for the machine to be dropped off and picked up from the MACI in Burwood. Insurance claim forms can be downloaded and printed from the College Website or from this handbook.

## Installation of Additional Software

The College needs to be notified of any additional software you wish to load onto the notebook computer. This is done by completing the Software Application Form that is included in the Appendix of this handbook and on the College website.

Completed Software Application Forms are returned to the ICT Helpdesk. Students will be notified of whether their application was successful within 48 hours.

It is the responsibility of parents to ensure that they have the appropriate licences required to legally install the software application.

# Warranty and Insurance

## A. Warranty.

- ❖ Your Apple notebook computer comes with a three year warranty.
- ❖ Warranty covers all faults for which the manufacturer can be held responsible such as hard-drive or audio faults.
- ❖ Warranty is made void by interference with the hardware of the notebook by a person not accepted by the insurers as a qualified technician.
- ❖ Not covered by warranty: a cracked screen; the battery; any software; external components such as the casing, port doors, etc. Obviously damaged done to these items would be caused by people other than the manufacturer and therefore cannot be covered by warranty. It is very important that the students use and charge the notebook battery correctly. It is recommended that at least once a month the battery is allowed to completely discharge and then is immediately fully charged.

## B. Insurance.

- ❖ Insurance is provided by **Protecsure** or **the leasing company**.
- ❖ Insurance will cover virtually all items not covered by the warranty. For example, while warranty will not cover a cracked screen this will normally be covered by insurance. There is an excess (Protecsure Insurance) or administration charge (through leasing company) for this that parents have to cover.

Purchase Option	Insurance Excess
<b>Purchase outright</b> Parents choosing to purchase their notebook computer outright will be covered by Protecsure Insurance.	<b>\$150*</b> Cheque made out to <i>MACI</i> or credit card payment to <i>MACI</i> over the phone
<b>Leasing</b> Parents choosing to lease their notebook computer will be covered by the leasing company's insurance.	<b>\$220</b> Credit card payment on form

- ❖ The insurance will cover virtually all accidental damage to the notebook as well as authentic loss by theft or misplacing of the notebook.
- ❖ It is sometimes easier to list what insurance does not cover:
  - Deliberate damage done to the computer by the person insured.
  - Loss or damage to computer while left unattended.
  - Loss or damage to computer while left in an unsecured area.
  - Loss or damage to a computer left in a locked car but not out of sight.
  - Replacement of battery.
  - Loss or damage to a computer while under the care of a person other than the insured.
  - Loss or damage as a consequence of fire.
  - Natural deterioration.
- ❖ Machine is covered for theft.
- ❖ Maximum claim is the original purchase price of machine.
- ❖ In the case of replacement due to loss or damage, insurance paid will be whatever is less: original purchase price or price of new machine.
- ❖ A new machine must be of the same value as the one being replaced.

\* Protecsure insurance covers two (2) complete payouts/replacements of machine.

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# Laptop Non-Negotiables: Classroom Use of Laptop Computers

A Laptop Computer has been supplied to you to assist you in your learning. Having it is a privilege, not a right. You need to follow the rules for its use in class so that you can maximise your learning and so can all those students around you.

The following non-negotiables have been agreed on by your teachers. It includes obligations on you and an obligation on your teachers.

## Student obligations

1. When the teacher addresses students, the expectation is screens down, listen.
2. Students must not expect to use laptops every lesson. It is expected, however, that laptops are always brought to class and are available for use.
3. Every student must have a subject workbook for every lesson as required by the teacher. A separate workbook is expected for every subject.
4. Textbooks that are not 'soft copies' on laptops must be brought to every lesson. It disrupts learning when students do not have all necessary equipment for classes.
5. Students must not expect to be able to charge laptops in periods one to four. Students may be permitted to charge a laptop in period five, but this is solely at the discretion of the teacher.
6. Students must not have inappropriate screen savers on laptops. Patrician spirituality strongly affirms the dignity of every person. Images that are not in keeping with the values of the dignity of every person are inappropriate.

## Teacher obligations

1. Every cycle, teachers are obliged to plan pen and paper writing tasks for students that compliment the work done on laptops.

## General Rules for Use of Notebook

- ❖ The College will provide all basic software required by the student. This is only a lease of the software and it must be removed from the student's hard drive when he leaves the TEC Program.
  - Students who wish to load any software onto the computer will be required to complete a Software Application Form (a copy is included in this handbook which may be photocopied but also available from the TEC office and from the TEC website) and have it approved by his parents and the College. Parents need to ensure that the software involved is licensed and legal.
- ❖ Students are not allowed to store, bring or distribute any inappropriate or illegal software, images, games, music, etc, to school on their notebook computer.  
**Firm disciplinary action will be taken by the College on any student who has stored pornographic material on his notebook computer or is sharing such material. There will be a parent interview from which certain disciplinary actions will follow and in which the student's future in the College will be discussed; the student will be withdrawn from the TEC Program for a period of time; the notebook computer will be withdrawn from the student for this same period of time; a full re-image of the machine will be performed and there will be a \$40.00 fine to cover administrative costs.**
- ❖ Students in the TEC Program are expected to bring the computers to school every day except Thursday when the College is involved in Sport.
- ❖ Notebook computers must be taken home every day and not left at the school overnight.
- ❖ Each student in the TEC Program will be issued a locker for the storage of books and other gear during the day. The student is responsible for ensuring that the locker is properly secured and reporting any security breaches.
- ❖ Notebook computers are fully insured against theft and accidental damage, but they must **not** be left:
  - outside of classrooms while a student is in class.
  - in the care of another student.
  - inside dusty classroom areas (such as a woodwork room).
  - in the playground at a distance greater than a metre from the student responsible for the computer (the notebook computer must always be in the possession of the student).
  - in sight inside a locked or unlocked vehicle.
  - in an unlocked residence.
- ❖ The notebook computer is to remain with the student at all times (including recess and lunch) and must not be left unattended by the student.
- ❖ Notebook computers should always be transported within the carrying case that has been provided inside the College backpack. The notebook computer should never be transported outside of the College backpack.
- ❖ Games and recreational software must not be exchanged, duplicated or played during school. Possession and use of unlicensed software is illegal and Holy Cross College accepts no responsibility for illegal software that has been installed on the notebook computer.
- ❖ A student found playing games on his notebook computer will have to remove the game. Parents will be notified.
- ❖ The notebook computers that have been provided are 'virus free'. Computer viruses are spread through the exchange of floppy disks, emails and documents through the Internet and wireless networks. Students are strongly encouraged to scan all files with ClamX Anti-Virus before opening them. Great care should also be taken when downloading from the internet. Students are responsible for keeping MacOS X and the ClamX Anti-Virus program up-to-date.

- ❖ File sharing and Peer-to-Peer software (such as Kazaa or Limewire) are not to be installed onto the computer.
- ❖ The school reserves the right to inspect any notebook computer assigned to a TEC Program student at any time. Such inspection may review the care the notebook computer has been given, the data stored on the machine and the software installed on the machine.
- ❖ The iSight camera and microphone integrated into the notebook computer is to be responsibly used under the direction and supervision of the teacher. Under no other circumstances are these features to be used while at school without the permission of the teacher.
- ❖ The notebook computer that your son has been supplied with is a robust machine and will endure a lot. However, the following points should be remembered:-
  - Computers do not like sand, drinks, dirt, food or smoke. Use of a computer around any of these things should be avoided. They also do not like dirty hands.
  - **Never** move the machine when is turned on.
  - When you turn off the machine, leave it off for at least 10 seconds before restarting it. The hard disk on the inside of the machine is spinning at greater than 4000rpms and it does not like jolts (volts) of electricity applied (being restarted) when it is slowing down.
  - Do not touch the screen. A stab from a finger can cause permanent marks to the screen, called "bruise marks". Warranty and insurance will not cover a screen that has been damaged by being touched.
  - Do not overload your backpack. Overloading your backpack with the notebook inside will place a lot of pressure against the notebook computer that can cause the screen to press against the keyboard leaving permanent damage to the screen. This damage is also not covered by warranty.
- ❖ Students should be backing up their schoolwork nightly – who knows what may happen tomorrow. Backing up can simply be copying it to the family computer, an external drive (such as a USB flash drive, external hard drive or iPod) or even burning it onto CD or DVD. It is recommended that an external hard drive is purchased for use with "Time Machine", the back-up system included in MacOS X.
- ❖ We strongly encourage parents not to allow their son to place stickers onto his laptop or deface the notebook computer.

## Lockers

Each student involved in the TEC Program is issued with a locker. To maintain the security of the lockers we ask parents to be aware of the following points in regards to your son's locker.

- ❖ Students will provide their own lock, either small pad lock or combination. If using a pad lock, the spare key must be provided to the Year Coordinator for safe keeping.
- ❖ The College maintains the right to inspect the content of lockers when required.
- ❖ Lockers are to be kept in a clean and tidy state.
- ❖ No eating or drinking permitted in the locker area.
- ❖ Any damage done to lockers accidentally must be paid for.
- ❖ The locker area is under constant CCTV Surveillance.
- ❖ Deliberate vandalism or failure to comply with the above rules will result in the cancellation of locker hire.

Lockers are only intended for school books and other gear required during the day. Notebook computers must remain with the student at all times. The College will not accept responsibility for any other items stored in the lockers.

## Backpack and Weight

The College backpack was primarily introduced as part of the Year 7 school uniform in 1998 as a means of protecting students from being assaulted for their laptop. There were, unfortunately, several incidents of this when students were carrying their notebook computers by their sides. Since the introduction of the back-pack no child has had this very nasty experience.

So the College backpack is there for a very real reason. At this stage it is a part of the uniform for Years 7 to 12 and all students whether in the TEC Program or not are expected to use it.

Carrying a notebook computer in the backpack does add considerable weight to what the student has to carry to and from school every day. Here are a few suggestions to make life a little easier for your son:

- a) **Rationalising:** Your son must discipline himself to only bring to school what he **needs** that day. Each night after consulting his timetable for the next day, he should take out of his bag any books and/or equipment he does not require.
- b) **Lockers:** Your son must learn to use his locker intelligently. Heavy books, lunches, PDHPE clothing can all be easily stored in his locker during the day until the period they are needed. Students can access the locker area before school, recess, lunch and after school.
- c) **Computer Bags:** Your computer came with an excellent STM notebook bag designed to fit inside a student's backpack.
- d) **A Second Bag:** On those occasions when your son has a load to bring to school, he could use a second bag and carry it by his side. Never, ever, should the very expensive laptop be carried outside the backpack while a pair of shorts, a shirt, and a pair of socks ride high and dry and secure in the backpack.
- e) **Carrying a Backpack:**  
Some suggestions:
  - ❖ pack heavy items at the bottom and close to your spine;
  - ❖ the bag should be worn straight, with the top of the bag at shoulder height, and the bottom of the bag level with the hollow of your back;
  - ❖ **do not** wear it over one shoulder – use both straps;
  - ❖ the additional waist strap can further distribute the load onto the hips;

# ICT Acceptable Use Agreement

On the distribution of the notebook computers, parents and students must agree to the College's ICT Acceptable Use Agreement. A copy of the agreement has been included below for your reference. The ICT Acceptable Use Agreement is also available in the College Diary.



## Holy Cross College Ryde

### Student Acceptable Use Agreement

*This document concerns the use of electronic devices (eg notebooks, mobile phones etc) and services – including cybersafety expectations*

November 2008

#### POLICY STATEMENT

The use of electronic devices and access to e-mail and internet services (school devices and services) in Catholic Education Office (CEO) Sydney schools are provided to students in order to support their educational and administrative needs.

These school devices and services are necessary educational tools and **must be used in a responsible manner**. This policy can never anticipate all possible advances and uses of technology and therefore students who are unsure about their usage should seek clarification from a teacher as soon as possible.

This policy is intended to inform parents and students of **our school's expectations when students are using the devices and services provided by the school and when using their personal equipment to communicate to or about members of the school community**. If a student acts in a way that is against the contents of the policy, he will be subject to consequences according to the school's Pastoral Care Policy and if necessary offending material may be supplied to the police.

The school reserves the right to capture, store and review all internet browsing and emails across our school network. Devices may be taken or accessed if it is believed that:

- There has been or may be a breach of the school rules or policy
- There may be a threat of harm to a student or others or system security.

## STUDENTS ISSUED WITH SCHOOL OWNED NOTEBOOK COMPUTERS

The Australian Government has funded schools to purchase notebook computers for the personal educational use of some secondary students while enrolled at the school. Students and their families who receive a notebook computer have the following additional responsibilities:

- To care for the notebook to the best of their ability
- To keep the notebook secure and protect it from any malicious damage.
- To bring the notebook to school each day in readiness for use in the classroom – this includes having the battery charged and electronic files effectively managed.
- **In the event that the laptop is damaged, lost or stolen, parents are liable for payment of a payment of up to \$250 to cover the cost of repairs.** The cost above this will be subsidised from the Technology Fee.
- To return the notebook computer (and any inclusions such as power cords, carry case and external hard drive) in good order when leaving the school, entering periods of extended leave as approved by the Principal and at other times when requested by the school.
- TO NOT INSTALL ANY PROGRAMS OTHER THAN FOR EDUCATIONAL PURPOSES AND ONLY THEN AFTER SEEKING PERMISSION FROM THE COLLEGE

## CYBERSAFETY REQUIREMENTS

This policy addresses the particular use of these technologies that has come to be referred to as **'Cyberbullying'** (See No 4 below). The school will investigate and take action where this kind of bullying occurs in school **and** outside of school when it causes significant harm to the relationships between students and or teachers, or is criminal in nature.

I. When using the school devices and services **students will:**

- ensure that communication through internet and email services is related to learning.
- keep passwords confidential, and change them when prompted, or when known by another user.
- use passwords that are not obvious or easily guessed.
- log off at the end of each session to ensure that nobody else can use their e-learning account.
- promptly tell their teacher if they suspect they have received a computer virus or spam (i.e. unsolicited email) or if they receive a message that is inappropriate or makes them feel uncomfortable.
- seek advice if another user seeks excessive personal information, asks to be telephoned, offers gifts by email or wants to meet a student.
- ensure that copyright permission is gained before electronically publishing the works or drawings of others.
- always acknowledge the creator or author of any material published.
- keep personal information including names, addresses, photographs, credit card details and telephone numbers, of themselves or others, private.
- ensure that school services are not used for unauthorised commercial activities, political lobbying, online gambling or any unlawful purpose.

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2. When using the school services or personal electronic equipment **students will not:**

- disable settings for virus protection, spam and filtering that have been applied by the school and not attempt to evade them through use of proxy sites.
- allow others to use their personal accounts.
- deliberately use the electronic identity of another person to send messages to others or for any other purposes.
- enter 'chat' or 'social networking' internet sites without the permission of a teacher.
- use unauthorised programs or intentionally download unauthorised software, graphics or music that are not associated with the learning activity as directed by a staff member.
- damage or disable computers, computer systems or networks.
- disclose personal information about another person (including name, address, photos, phone numbers)
- distribute or use information which is copyrighted without proper permission.
- take photos or video of members of the school community without their consent.

3. When using school services **students will never knowingly** initiate or forward emails or other messages containing:

- a message that was sent to them in confidence.
- a computer virus or attachment that is capable of damaging recipients' computers.
- chain letters and hoax emails.
- spam, eg unsolicited advertising material.

4. When using school services or non school services **students will never** send or publish either through internet sites, e-mail or mobile phone messages:

- unacceptable or unlawful material or remarks, including offensive, abusive or discriminatory comments.
- threatening, bullying or harassing material or make unreasonable demands.
- sexually explicit or sexually suggestive material or correspondence.
- false or defamatory information about a person or organisation.
- the school name or crest without the written permission of the Principal.

*Students need to be aware that all use of internet and email services can be monitored and traced to the accounts of specific users.*

*The misuse of school services may result in disciplinary action which includes, but is not limited to, the withdrawal of access to services.*

## Policy Update

This policy will be updated as necessary. All attempts will be made to adhere to the above policy, but particular circumstances (such as technological advancements) may require the Principal to depart from the stated policy.

# Appendix

This section includes the following:

1. Software Application Form
2. Flexirent Protect Incident Notification Form
3. Flexirent Protect Guide to Claiming\*
4. Protecsure Claim Form
5. Protecsure Insurance Information\*

\*These documents provide general information not specific to Holy Cross. Please refer to the relevant sections of this handbook for Holy Cross specific information on insurance procedures.



# Holy Cross College, Ryde

## Technology Enabled Class (TEC) Program

### Software Application Form

Complete this form if you wish to install computer software onto your son's notebook.

- Software must be of an educational nature.
- Software must be licensed to the family making this application.
- The College has the right to remove any software that has been installed without College approval.

Student's Name: \_\_\_\_\_ Homeroom: \_\_\_\_\_ Date: \_\_\_ / \_\_\_ / \_\_\_

A	Title of software: _____
	Description: _____
	Purpose: _____
B	Title of software: _____
	Description: _____
	Purpose: _____
C	Title of software: _____
	Description: _____
	Purpose: _____
D	Title of software: _____
	Description: _____
	Purpose: _____
E	Title of software: _____
	Description: _____
	Purpose: _____

**Parent/Guardian Confirmation**

I confirm that this software will be used for educational purposes and that I possess the licence for this software.

Parent/Guardian Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_ / \_\_\_ / \_\_\_

**College Approval**

Thank you for submitting this application. The College gives its approval for the following to be installed:

A  
  B  
  C  
  D  
  E  
 Signature (on behalf of the College): \_\_\_\_\_ Date: \_\_\_ / \_\_\_ / \_\_\_



Flexirent Capital Pty Ltd  
 ABN 93 066 046 046  
 PO Box 2343, St Leonards,  
 Sydney, NSW, 1590  
 Phone 1800 000 665 Fax 1300 135 504

**FLEXIRENT PROTECT - INCIDENT NOTIFICATION FORM**

The issue of this form does not constitute an admission of liability on the part of Flexirent.

**PART A - YOUR DETAILS**

Agreement No:	
Customer Name:	
Claim Number:	
Address:	
Email Address:	
Fax No:	
Phone No:	
Preferred Contact Method:	

**PART B - THE EQUIPMENT (if insufficient space, please attach details)**

Description:	
Make & Model:	
Serial No:	

**PART C - CLAIM DETAILS**

Damage <input type="checkbox"/> (complete section C1)		Loss or Theft <input type="checkbox"/> (complete section C2)	
<b>LOCATION OF DAMAGE, THEFT OR LOSS</b>			
Home <input type="checkbox"/>	Transit <input type="checkbox"/>	Vehicle <input type="checkbox"/>	Office <input type="checkbox"/>
<b>DATE AND TIME OF DAMAGE, THEFT OR LOSS</b>		.../.../...	...:.. AM / PM
Location of premises/vehicle where equipment was damaged, lost or stolen:			
Is the premises / vehicle where equipment was located covered by any insurance?	Insurer		
	Insured's name		
	Policy Number		

**PART C1 - DETAILS OF DAMAGE**

Please explain fully how the damage occurred to the equipment:	

**PART C2 - THEFT OR LOSS**

How was entry gained to premises or vehicle:	
Police Report No.:	Date of Police Report:
Police Station (Name):	Police Station (Phone):
If stolen from vehicle, was it locked?	YES <input type="checkbox"/> NO <input type="checkbox"/>
Was the vehicle the subject of violent or forcible entry?	YES <input type="checkbox"/> NO <input type="checkbox"/>
Where in the vehicle was the equipment located at time of theft?	
If stolen from premises, was the building locked?	YES <input type="checkbox"/> NO <input type="checkbox"/>
Is a copy of the Police Report attached?	YES <input type="checkbox"/> NO <input type="checkbox"/>

**PART D - ADMINISTRATION CHARGE**

What is your preferred payment method?	CREDIT CARD <input type="checkbox"/>	CHEQUE <input type="checkbox"/>
	Cheques to be made payable to "Flexirent Capital Pty Ltd" for \$220 (inc GST)	
<b>Credit Card Payment Authority</b>		
<input type="checkbox"/> Bankcard <input type="checkbox"/> MasterCard <input type="checkbox"/> Visa Note: American Express, Diners Club and other Credit Cards will not be accepted.		
Card Number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
Expiry Date: ____ / ____		Amount: \$220 (inc GST)
 _____ Cardholder's Name (please print)		 _____ Signature of cardholder

**DECLARATION**

I/We state that I/we have not deliberately caused the said loss or damage or sought unjustly to benefit thereby by any fraud or willful misrepresentation and that the information shown on this form is true and that I/we have not concealed any information relating to this claim.

 _____ CUSTOMER SIGNATURE:	DATE: ____ / ____ / ____
--	--------------------------

**PLEASE CHECK THAT ALL RELEVANT SECTIONS OF THIS FORM HAVE BEEN ANSWERED.**

**PLEASE RETURN INCIDENT NOTIFICATION FORM TOGETHER WITH ALL DOCUMENTATION TO:**  
 Flexirent Capital Pty Ltd, PO Box 2343, St Leonards, Sydney, NSW, 1590  
 PHONE 1800 000 665    FAX 1300 135 504



Flexirent Capital Pty Ltd  
ABN 93 064 046 066  
PO Box 1239, St Leonards,  
Sydney, NSW, 1590  
Phone 1800 000 663 Fax 1300 135 304

## Guide to Claiming

Following your recent request an Incident Notification Form is enclosed.

### Accidental Damage

Please ensure you complete the correct Incident Notification Form, based on the nature of the damage to your equipment:

- Accidental damage claims usually involve a broken piece of hardware, i.e. screen, hard disk, casing, motherboard etc. It is usual that the damage will occur as a result of a drop, the equipment being stepped on or impact from some other external force. (For this type of Claim complete the Flexirent Protect -Incident Notification Form)

### What you need to do:

- The damaged unit can be taken to any repairer to supply a quote for repairing or replacing the equipment. (If convenient Flexirent would prefer you to contact the original supplier).
- All quotes and tax invoices should be made out to Flexirent Capital Pty Ltd, PO Box 2345, St Leonards, Sydney, NSW, 1590.
- Complete the incident notification form and ensure you provide full details of incident and remember to sign the form.
- A cheque for the Administration Charge must be attached to the form (the cheque is to be made payable to "Flexirent Capital Pty Ltd") or alternatively if paying by credit card you may complete your credit details on the Incident Notification Form.
- Ensure the Incident Notification form, Administration Charge and a Quote to either repair or replace the item/s being claimed are all returned together. This will enable us to deliver a fast and efficient service to you. If this does not occur you will experience delays.
- The completed Incident Notification Form, Administration Charge and Quote can be submitted to:  
Flexirent Capital Pty Ltd, PO Box 2345, St Leonards, Sydney, NSW, 1590  
Or  
Fax 1300 135 304

### What we will do:

- On successful receipt of the Administration Charge, Flexicare will send you a Tax Invoice to cover this payment.
- As long as all the paperwork has been satisfactorily completed a response will be given within 3 working days.
- An email confirming Flexicare's decision will be sent directly to the repairer. This will act as a purchase order. You will be notified of the decision according to your preferred contact method.
- Flexicare will pay the repairer directly within 7 business days of receiving their tax invoice.
- Flexicare may at its discretion, determine that it is cheaper or more effective to replace rather than repair the equipment. If this occurs, Flexicare will arrange for a supplier to provide you with the replacement goods. Please be aware that while the replacement may have similar specifications and functionality, it may not be the same make or model. Please also be aware that the damaged goods remain Flexirent's.

- Flexicare may at its discretion, determine that it is cheaper or more effective to release you from your contract. This will be determined by the cost of repair/replacement.

### **Total Loss/ Theft Claims**

These losses arise primarily from theft or burglary, but could also occur due to some other form of accidental loss.

- Flexicare may decide to replace the equipment.

**Note:** that this category of claim may require more detailed investigation by Flexicare.

### **What you need to do:**

- If the total loss is the result of a theft or burglary, please immediately report the incident to the police and note the police report number, police station and telephone number of the police station reported to.
- Complete the Incident Notification Form and ensure you provide full details of the incident and remember to sign the form.
- You should approach the original supplier if possible to obtain a quote to replace the lost/stolen equipment. If you are unable to contact the original supplier you can obtain a quote from another supplier. The quote must be for either the same or similar piece of equipment. You can not upgrade to a better model.
- All quotes and tax invoices should be made out to Flexirent Capital Pty Ltd, PO Box 2345, St Leonards, Sydney, NSW, 1590
- A cheque for the Administration charge must be attached to the form (the cheque is to be made payable to "Flexirent Capital Pty Ltd" or alternatively if paying by credit card, you may complete your credit card details on the Incident Notification Form.
- The completed Incident Notification Form, Administration Charge and Quote can be submitted to:  
Flexirent Capital Pty Ltd, PO Box 2345, St Leonards, Sydney, NSW, 1590  
Or  
Fax 1300 135 504

### **What we will do:**

- On successful receipt of the Administration Charge, Flexicare will send you a tax invoice to cover this payment.
- As long as all the paperwork has been satisfactorily completed a response will be given within 3 working days, unless Flexicare decides to investigate the loss.
- An email confirming Flexicare's decision will be sent directly to the supplier, authorizing replacement of the equipment. This will act as a purchase order. You will be notified of the decision according to your preferred contact method.
- You will be asked to contact the supplier directly regarding delivery of the equipment. If necessary, the supplier will deliver the equipment directly to you. The delivery costs, per the quotation, will be billed to Flexirent Capital Pty Ltd.
- The supplier will submit a tax invoice to Flexicare. The tax invoice will be for the replacement equipment and delivery costs.
- Flexicare will pay the supplier directly, within 7 business days of receiving the tax invoice.
- Flexicare may at its discretion, determine that it is cheaper or more effective to release you from your contract. This will be determined by the cost of replacement.

## ACCIDENTAL DAMAGE INSURANCE CLAIM FORM

### STUDENT LAPTOP COMPUTER INSURANCE

**ISSUED BY:** Chubb Insurance Company of Australia Limited ABN 69 003 710 947 AFS Licence No. 238178

**CLAIMS ADMINISTERED BY:** Protecsure Pty Ltd ABN 26 064 967 163 AFS Licence No. 238815

POLICY DETAILS	
Name of Insured (Parent/ Guardian):	
Name of the User (Student) :	
Address Details:	
Contact Details:	Phone: _____ Email Address: _____
Has there been any other claim under this policy?	<input type="checkbox"/> YES <input type="checkbox"/> NO
EQUIPMENT DETAILS	
Manufacturer and Model:	
Serial No:	
ACCIDENTAL DAMAGE DETAILS	
Date of incident:	
How did the damage occur?	
What damage was sustained?	

**DECLARATIONS**

I/We acknowledge that I/We have read and understood the Privacy Act information at [www.protecsure.com.au](http://www.protecsure.com.au) and consent to the collection, storage, use and disclosure of my/our personal and sensitive information so that Protecsure, as agent for Chubb will be able to process my/our claim.

I/We the Insured do solemnly and sincerely declare that I/we have complied with the conditions and warranties (if any) of the Policy and in no manner deliberately caused the said loss or damage or sought unjustly to benefit thereby by any fraud or willful misrepresentation and that the information shown on this form is true and that I/we have not concealed any information relating to this claim.

Further, it is understood and agreed that if any Property claimed for is subsequently recovered in an undamaged condition I/We will immediately refund the Company any sum which may have been paid to me/us in the respect to such property. In the event of any property being recovered in damaged condition I/We will immediately hand the same over to the company for disposal as may be agreed.

SIGNATURE OF PARENT/GUARDIAN: \_\_\_\_\_ PRINT NAME: \_\_\_\_\_

DATE: \_\_\_/\_\_\_/20\_\_\_

**Please return claim form together with requested documentation to the school IT Department**

The issue of this form does not constitute an admission of liability on the part of the Insurer.

V5.02\_1/09/06



## LAPTOP DAMAGE IN SCHOOLS

### STATISTICS

It goes without saying that laptops are easily damaged, especially in the hands of school students. Here are some statistics:

- Protecsure has insured over 76,000 school laptops in the last 8 years.
- This has resulted in around 29,000 claims, of which more than 90% were for accidental damage (AD).
- On average 34% of insured laptops suffered an AD claim during the life of the policy.
- Based on over 100 schools around Australia the worst school is 8 times more likely to claim on a laptop policy than the best school.
- Multiple claims from individual students are on the increase.
- The frequency of AD claims has increased substantially in the last few years.
- The average AD claim is around \$650
- Screen costs are a major factor – the cost of a replacement screen varies between \$300 and \$1200 depending on manufacturer

### CAUSES OF DAMAGE

Laptops have sensitive components and are transported often. Student laptops are built to be light, and to achieve certain price points. In some cases this can make them more easily susceptible to damage.

The most common causes of damage to laptops are as follows:

1. Dropping while carrying
2. Tripping over cables causing the laptop to fall on the floor
3. Liquid spills
4. Items left on keyboard when lid closed

### PREVENTING ACCIDENTAL DAMAGE

We deal with over 3,500 claims every year – based on our experience here are some tips to prevent accidental damage:

- When carrying your laptop always close it. Screen damage is very common if laptops are dropped while open.
- If carrying the laptop any distance use the carry bag as this provides protection in case of dropping or knocking.
- Never run with your laptop.
- When the laptop is at a table or on a desk, always ensure the cables are well out of the way to avoid tripping.
- Think twice before you shut the screen. It's easy to leave pens etc on the keyboard and these can create significant damage.
- Don't drink anywhere near a laptop, or carry with water bottles etc. Liquid spills can lead to large repair/replacement bills.

Schools can develop a culture that results in reduced losses and lower insurance costs. Please contact Protecsure for details.

To find out more about Protecsure's equipment insurance services call 1300 COVERIT or visit [www.protecsure.com.au](http://www.protecsure.com.au)

PROTECSURE • EQUIPMENT INSURANCE SPECIALISTS • ABN 26 094 987 163

LEVEL 2 • 171 CLARENCE STREET • SYDNEY • NSW • 2000 • PO BOX • 1238 • QVB • NSW • 1230  
T • 02 9279 6400 • F • 02 9262 5904 • [INFO@PROTECSURE.COM.AU](mailto:INFO@PROTECSURE.COM.AU) • [WWW.PROTECSURE.COM.AU](http://WWW.PROTECSURE.COM.AU)





## LAPTOP THEFT STATISTICS & TIPS

While the information below demonstrates the high risk of theft, it is worth noting that based on our claims database for the last 10 years, laptops are much more likely to suffer from accidental damage than from theft. So insuring against both theft and accidental damage is a good idea.

### AUSTRALIAN COMPUTER CRIME AND SECURITY SURVEY 2006 (AUSCERT)

It has been estimated that at least 50,000 laptops are stolen each year in Australia – that's one every 10 minutes! Each year AusCERT carries out an in depth survey into computer crime and security. In 2006 the 389 survey respondents represented over 17 different industry sectors, plus local, state and federal government sectors.

### KEY STATISTICS

AusCERT identified these statistics for respondents in the 12 months prior to the survey:

EQUIPMENT TYPE STOLEN	% SUFFERING FINANCIAL LOSS	\$ VALUE LOST
Laptops	69%	\$15,966
Other Computer Equipment	24%	\$13,048
Handheld Computers	10%	\$18,716

© 2006 Australian Computer Crime and Security Survey

### SECURITY

Across most categories, there was a reduction in the reported use of security technologies, security policies and procedures, IT security standards and IT qualifications and training compared to 2004 and 2005.

The need to change users' attitudes and behaviour regarding computer security practices was again the most common challenge cited by 60% of organisations in 2006.

Only 10% of all survey respondents thought they were managing all aspects of computer security reasonable well.

### PROTECSURE RECOMMENDED TIPS

Based on our experience of over 45,000 claims since 1990, here are a few tips for reducing the risk of laptop theft:

- ★ Never leave mobile equipment in an unlocked car, even for a few minutes
- ★ Even in a locked car, keep the equipment out of sight, preferably in the boot
- ★ In the office - after hours, either lock it in a cabinet to the desk or take it home with you
- ★ Be careful with laptop carry bags - everyone knows what's inside
- ★ Don't leave equipment unattended, even for a short time
- ★ When travelling always take the laptop with you as hand luggage
- ★ Take extreme care in hotels, airport lounges and conference venues - thieves target places such as these

To find out more about Protecsure's equipment insurance products, call 1300 COVERIT or visit [www.itinsurance.com.au](http://www.itinsurance.com.au)

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