Kepnock State High School
Laptop Take Home Program
Student Charter
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Student Laptop Charter

The National Secondary School Computer Fund (NSSCF) is investing $2.3 billion nationally to provide for new information and communications technology (ICT) for secondary schools with students in Years 9 to 12. The program is an important element of the Australian Government’s Digital Education Revolution agenda and will help address national ICT shortages in secondary schools by improving student’s access to computers.

The program is underpinned by a strong partnership approach between the Australian and Queensland governments.

It is hoped that the laptops provided to students under the Fund will assist student learning, both at school and at home. To help us achieve this goal it is important that students, and parents/or caregivers lend their support to this valuable program. Strong support from parents or caregivers is paramount to ensure the program is successful across the state and students gain the maximum benefit.

All computers, including laptops or notebooks used in the program are the property of the Queensland Department of Education and Training (DET), regardless of funding source.

This program only supports school-procured and owned ICT assets funded under the NSSCF, being provided to students for educational use at school and at home. In order to maintain the security of the department’s network and support Managed Operating Environment (MOE), privately owned devices cannot be connected to the network.

Loan equipment

The equipment, referred to in this charter, consists of a laptop computer and power pack; crush-proof carry case; 3G connectivity; and the department’s standard suite of software, this includes Microsoft Office.

For the purpose of this document, all of these items are referred to collectively as the ‘laptop’.

Each laptop will be:

- protected by anti-virus tools and automated updates
- covered by a four-year warranty including the battery
- covered by accidental damage protection (excess applies)
- able to be connected to the school network and have filtered internet and email
- provided with 3G connectivity
- able to be used at home and at school for student learning
- installed with the department’s standard suite of productivity software
- protected by Computrace theft protection and Blue Coat internet filtering.

Equipment ownership

At the end of the loan period, all laptops are returned to the school and will be removed from the school network. The laptops will have all licensed software and data removed and will be restored to their original factory state. The Department of Education and Training will make a decision regarding the disposal, sale or recycling of the used laptops, as appropriate at that time.

If the student leaves the school, transfers to a non-government school, moves interstate or overseas, the laptop must be returned to the school. If the laptop is not returned, reimbursement will be sought.

It is also a requirement of using the laptop that students provide authorised school staff with access to the laptop and personal holdings associated with the use of the laptop if requested.
Fee for provision of laptop

To participate in the laptop home-use program parents and/or guardians may be required to make a contribution. This will cover additional costs incurred by the school in providing and supporting the laptop.

Considerable funding has been made available by the Federal and State Government for the implementation of the program, however schools may choose to provide extra management and support in addition the standard NSSCF package.

The items below are included in Queensland’s standard NSSCF package:

<table>
<thead>
<tr>
<th>Laptop item</th>
<th>Annual cost per student</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laptop</td>
<td>Included</td>
</tr>
<tr>
<td>Vendor-operated student help desk</td>
<td>Included</td>
</tr>
<tr>
<td>Crush-proof protective case</td>
<td>Included</td>
</tr>
<tr>
<td>Accident damage protection</td>
<td>Included</td>
</tr>
<tr>
<td>Computrace theft protection</td>
<td>Included</td>
</tr>
<tr>
<td>Blue Coat internet filtering</td>
<td>Included</td>
</tr>
<tr>
<td>Windows 7 operating system</td>
<td>Included</td>
</tr>
<tr>
<td>Microsoft Office software suite</td>
<td>Included</td>
</tr>
<tr>
<td>Antivirus software</td>
<td>Included</td>
</tr>
<tr>
<td>3G connectivity</td>
<td>Included</td>
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</tbody>
</table>

The following items and services are included in the Kepnock State High School take-home package for students:

<table>
<thead>
<tr>
<th>Laptop item</th>
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</thead>
<tbody>
<tr>
<td>Administration &amp; Deployment</td>
</tr>
<tr>
<td>School Based Support Centre</td>
</tr>
<tr>
<td>Technical Support</td>
</tr>
<tr>
<td>Limited ‘Hotswap’ Devices</td>
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<tr>
<td>SD Card ( for BackUp)</td>
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</tbody>
</table>

Our school P&C has endorsed a co-contribution of $175.00 to be charged per device, per annum.

Laptop care

The student is responsible for taking care of and securing the laptop and accessories in accordance with school policy and guidelines.

Data security

Students must understand the importance of backing up data securely. Should a hardware or software fault develop, assignment work that has taken a considerable time to prepare may be lost.

The student is responsible for the backup of all data. While at school, students are able to save data to the school's network which is safeguarded by a scheduled backup solution. They are also able to save data locally to the laptop for use away from the school network. The backup of this data is the responsibility of the student and should be backed-up on an external device, such as external hard drive, USB stick or CD/DVD.
Students should also be aware that, in the event that any repairs need to be carried out the contents of the laptop may be deleted and the storage media reformatted.

**Acceptable computer and internet use**

Upon enrolment in a Queensland Government school, parental or guardian permission is sought to give the student(s) access to the internet, based upon the policy contained within **ICT-PR-004 Using the Department's Corporate ICT Network**.

Students also need to read and sign the Kepnock State High Computer Usage Agreement as part of the enrolment process.

This policy also forms part of this Student Laptop Charter. The acceptable-use conditions apply to the use of the laptop and internet both on and off the school grounds.

Communication through internet and online communication services must comply with the Responsible Behaviour Plan available on the school website.

There are a few conditions that students should adhere to; students should not:

- 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 programs and intentionally download unauthorised software, graphics or music.
- intentionally damage or disable computers, computer systems or Queensland Department of Education and Training networks.
- use the laptop for unauthorised commercial activities, political lobbying, online gambling or any unlawful purpose.

Note: Students’ use of internet and online communication services can be audited and traced to the account of the user.

**Passwords**

Passwords must not be obvious or easily guessed; they must be kept confidential, and changed when prompted or when known by another user.

Personal accounts cannot be shared. Students should not allow others to use their personal account for any reason.

Students should log off at the end of each session to ensure no one else can use their account or laptop.

**Cybersafety**

If the student believes they have received a computer virus or spam (unsolicited email), or if they have received a message that is inappropriate or makes them feel uncomfortable, they must inform their teacher, parent and/or guardian as soon as is possible.

Students are encouraged to explore and use the ‘Cybersafety Help’ button to talk, report and learn about a range of cybersafety issues.

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

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

- A message sent to them in confidence.
- A computer virus or attachment that is capable of damaging the recipients’ computer.
- 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.

**Bluecoat Web Filtering**

An internet filtering protection solution, Bluecoat provides the department with the ability to restrict access to inappropriate material on the department’s ICT network.

This covers school and 3G mobile web browsing from the department’s central servers. Third party internet access such as home internet or a council wireless hotspot from the notebook will be protected by the remote proxy client.

**Privacy and confidentiality**

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

The student 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.

**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 person(s) knowingly using their account to access internet and online communication services.

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

**Damage or loss of equipment**

All laptops and batteries are covered by a manufacturer’s warranty which covers manufacturing defects through normal usage. In addition, laptops are covered by an insurance policy which protects against accidental damage. There is no cover for negligence, abuse or malicious damage. Students will be required to replace lost or damaged chargers.

Costs incurred by the school for the repair or replacement of devices may be charged by the school as an excess to parents. In the event of non-compliance of agreed responsibilities, schools may review the student’s continued participation in the take-home program.

Any software or hardware issues, vandalism, damage, loss or theft of the laptop must be reported immediately to the school.
Theft and loss

In the case of loss or suspected theft, a parent or guardian should lodge a report with the nearest police station. It is important that the following be recorded and provided to the school:

- the crime report number
- the name of the police officer who took the report.

In both cases, a witnessed statutory declaration should be provided to the school.

On receipt of the necessary documentation, the NSSCF program will initiate recovery procedures via Computrace theft protection software. Should a device be unrecoverable, the cost of replacement is as follows:

- First case: $200
- Subsequent cases: full replacement cost.

Accidental damage

Where a laptop is accidentally damaged, schools will invoice a student’s parents according to the following sliding scale:

- First incident: $50
- Second incident: $100
- Subsequent: $150

Wilful and malicious damage

Where a school determines that damage has been intentionally caused to a device or a student has disrespected school property, the full cost of repair or replacement may be charged.

Software

The software loaded on the laptop is licensed to the Department of Education and Training or the school. The parent or guardian must ensure that the software is not copied, deleted or transferred, without prior written consent from the school. Unauthorised use may breach copyright laws and the parent or guardian may be held liable for any damages incurred.

Students may have the ability to install additional software onto the laptop. However, only licensed software can be installed. The student must hold a valid licence for any software installed and the licence must be appropriate for installation on the laptop. Laptops will be periodically audited by the department and the student should present the valid software licence, if requested.

Elevated access

Computers for Students laptops may have elevated permissions to assist in the management of laptop configurations and allocation, such as the automation of connecting the device to the school network. These would also be utilised by students to install home items such as home printers, cameras and/or licensed software. This access may allow further permissions than are available on other MOE built workstations and laptops. 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.

Monitoring and reporting

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

All material on the laptop is subject to review by authorised school staff. If at any stage there is a police request, Department and Education and Training will provide the authorities with access to the laptop and personal holdings associated with the use of the machine.
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 the Queensland Department of Education and Training must also be reported to the school.

Period of Participation

The school agrees to provide the laptop to the student/caregiver from the date soon after all parties sign this agreement and meets arranged payment schedules.

The provision may be ended earlier, at the school’s absolute discretion, if the student is no longer enrolled with the school; the student is excluded from the school (Note: The laptop may be retained within the school during any period of suspension.)

In the opinion of the school, the student is not meeting the school’s behaviour and educational requirements, including absenteeism.

The parent/guardian fails to comply with this Agreement or the Student Network / Internet Access Agreement and the School's Student Network/Internet Access Agreement and the School’s Internet Usage Policy.

Status of Laptop

In the first roll out for the program, devices will be new. However as students opt in and out of the program or leave school, or finish Year 12, devices may have been previously used.

Use and Care of the Laptop Computer Usage

- Don’t use technology devices on soft surfaces (e.g. sofa, bed or carpet) because it can restrict airflow and cause overheating.
- Avoid dropping or bumping technology devices.
- Don’t place technology devices in areas that may get very hot.
- Don’t get technology devices wet, even though they will dry and appear to operate normally, the circuitry could slowly corrode and pose a safety hazard.
- Follow all instructions given by staff.
- Login correctly and logoff when finished.
- Always shut down computers through the ‘Start – Shutdown’ mechanism.
- Always package, carry and store technology devices in appropriate and secure carry cases for transporting.
- Personalise technology devices with methods approved by the school, to ensure students do not get the devices mixed-up.
- Don’t place objects on top of your laptop and never carry it around while it is turned on.
- Avoid exposing your laptop computer to direct sunlight or sources of heat such as desk lamps; dust, dirt, rain, liquids or moisture; heavy shock or vibration

Handling your laptop computer

- Try to avoid moving your laptop around when it is on. Before switching on, gently place your laptop on a stable surface and then switch on.
- You still need to be careful with your laptop while it is in the bag. Do not drop the bag from your shoulder.
- Always place the laptop bag gently down.
- Be careful when putting the laptop in the car that no other items are on top of it and nothing will roll onto the laptop bag.
- Laptops should be switched off before being placed into the bag.
Packing away your laptop computer

- Always store your laptop bottom down and with the LCD facing away from the front of the backpack.
- Do not wrap the cord too tightly around the power adapter or the cord will become damaged.

Care of laptop computer bag

- The bag should be fully zipped up before being carried.
- The bag should be fully unzipped before removing the laptop to avoid non-warranty bag damage.

LCD screen

- LCD screens are delicate - they don’t like being poked, prodded, pushed or slammed. Never pick up your laptop by its screen. Don’t slam the screen closed and always be gentle when putting your laptop down.
- To clean your LCD screen:
  - Switch off your laptop computer.
  - Lightly dampen a non-abrasive cloth with water and gently wipe screen in a circular motion.
  - Do not directly apply water or cleaner to the screen.
  - Avoid applying pressure to the screen.

AC adapter

- Connect your adapter only to your laptop computer.
- 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.

Battery pack

- Once a week fully flatten your batteries. Then re-charge the batteries fully. This will extend the life of your battery cells.
- Do not tamper with the connections.
- The school will not provide facilities to charge batteries at school.

Keyboard

- Gently brush your keyboard with a 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 school service centre to be repaired immediately. A single key top can easily be replaced but continuing to use the keyboard with a missing key top can result in having to replace the entire keyboard.

Casing Cleaning

- Take a non-abrasive cloth and spray a glass cleaner (or like) on to cloth to moisten. Do not spray the laptop directly on to the casing.
- Gently rub your laptop casing with the moistened cloth to remove any dirty marks.
**Security**

- Report any technology device fault or suspected virus activity to the nearest staff member.
- Undertake virus scans of computers after home usage and prior to reconnecting to the school’s ICT network.
- Make regular backups of your saved work.
- Keep your login and password confidential.
- Don’t tamper either physically or electronically with either hardware or software settings.
- Don’t attempt or undertake any malicious behaviour towards the School’s ICT resources.
- Don’t attempt to make unauthorised access to ICT resources or entities.
- Don’t have food or drink near the technology device.
- A good idea is to attach a fairly large name tag in a bright colour to the case or bag so it is easy to identify.

Remember, over the life of the program this laptop may not be with the same student the whole time, and it may need to be returned for servicing at any time.

**Software**

- Don’t copy any software from the school’s ICT network or system.
- All technology equipment should only have operating systems loaded that are compliant with departmental standards.
- Keep your virus check software up-to-date. If your virus check software detects virus activity then carefully follow the instructions for removal and advise the nearest staff member. If unsure, quarantine your computer and disks and immediately consult with the IT staff.
- Always adhere to licensing and copying agreements.
- Never use technology devices to engage in illegal activity, including violation of copyright or other contracts.

**Batteries**

- Don’t use incompatible computer batteries and chargers.
- Computer batteries can get hot during use. Do not use your computer on your lap.
- Have fully charged battery/batteries at the start of each school day. All charging should be undertaken at home, as the school will not have the infrastructure or resources available to charge batteries for every student.
- Don’t permit a loose battery to come in contact with metal objects, such as coins, keys or jewellery.
- Don’t crush, puncture or put a high degree of pressure on the battery as this can cause an internal shortcircuit, resulting in overheating.
- Don’t get your battery wet, even though it will dry and appear to operate normally, the circuitry could slowly corrode and pose a safety hazard.
- Follow battery usage, storage and charging guidelines found in the computer’s user guide
Laptop Rules for Students

1. You can use the laptop for your own educational purposes, both at home and at school. The laptop may be used for limited personal use but not for commercial purposes (e.g. you cannot use the Computer for a (part-time job).

2. If you do not comply with these Laptop Rules for Students, you are not allowed to use the laptop and the School may demand that you return the laptop. There may be other disciplinary consequences under our School’s Responsible Behaviour Plan for Students.

3. The School’s Student Network / Internet Access Agreement and Internet Usage Policy also apply to your use of the network / internet when you are accessing the internet using the laptop. You are reminded of your obligations under that agreement and policy.

4. You must not allow anyone else to use the laptop for their own purposes, including family members and friends. You must not tell anyone else your account name and password. You should only have and use the laptop at the school and at home. You cannot take the computer out of the country.

5. You accept responsibility for the security and care of the laptop.

6. You are responsible for backing-up all necessary data. The school is not responsible for any data loss.

7. Therefore please ensure all your school work and important documents are backed up onto disc or other device.

8. Only software authorised by the school can be stored or otherwise loaded on to the laptop. You must not load, and must not cause to be loaded, any software onto the laptop. All software must be loaded onto the laptop by the school’s technical administrator or instructional sessions.

9. The software loaded on the laptop is licensed to the Department of Education and Training or the school.

10. You must ensure that the software is not copied, deleted or transferred, for any reason at all. Unauthorised use may breach copyright laws.

11. You must not open, or allow anyone else to open, the hardware case of the laptop to install additional hardware (including video card, sound card, network card, modem or disk drive), or, to alter the hard drive specifications of the laptop, without the school’s written consent.

12. You must take all reasonably necessary steps to prevent a virus from infecting the laptop, including monitoring any data that is downloaded or uploaded onto the laptop from the Internet or any device and virus checking any USB drives in the laptop.

13. When not in use, the laptop must be stored in its carry case and in a secure location e.g. classroom or locker.

14. You must not upload/download onto the laptop any programs, images, files or other software unless expressly authorised by the school. Music and video files used for educational purposes and as approved, or provided, by the school are to be stored on the laptop.

15. Images or sound captured by personal technology devices on the school premises or elsewhere must not be disseminated to others using the laptop, for the purpose of causing embarrassment to individuals or the school for the purpose of bullying or harassment, or where without such intent a reasonable person would conclude that such outcomes may occur. The school has the right to invoke appropriate disciplinary processes to deal with such behaviour by a student.
16. You must not intentionally use the laptop or internet services to which it may be connected:
   • for any illegal, pornographic, fraudulent or defamatory purposes;
   • for bulk transmission of unsolicited electronic mail;
   • to send or cause to be sent any computer worms, viruses or other similar programs;
   • to menace or harass another person (or use in a way that would be regarded by a reasonable person to be offensive);
   • to transmit any harassing, obscene, indecent, offensive, or threatening material or emails;
   • to reproduce, distribute, transmit, publish, copy or exploit any material that constitutes an infringement
   • of any intellectual property rights (such as copyright) of a third party; or
   • in a way that violates any laws, such as privacy laws.

17. In particular you must not use the laptop (or any internet services to which it may be connected) to bully, harass or be unkind to other persons.

18. The laptop is to be returned in good condition to the school at the end of the agreement. If you cease to be enrolled for any reason before completing the agreement period, you must return the laptop before leaving the school. If the Participation Agreement is ended, you must return the laptop.
Student Laptop Charter Agreement

The Student Laptop Charter agreement form must be signed and returned to the school before the laptop is issued.

The student and, parent or guardian must carefully read this charter before signing it. Any questions should be addressed to the school and clarification obtained before the charter is signed.

In signing below, I acknowledge that I,

- accept all policies and guidelines as per the Responsible Behaviour Plan for Students.
- understand my responsibilities regarding the use of the laptop and the internet.
- acknowledge that I understand and agree with all of the conditions detailed in the Student Laptop Charter.
- agree to the provision of a (tick one)
  - medium (access to social media sites)
  - high (blocked social media sites including youtube)

Bluecoat internet filtering management profile with the assignment of the laptop.

- understand that failure to comply with the Student Laptop Charter could result in recall of the laptop and/or loss of access for home use.
- agree to contribute $175.00 for my child to access the take-home component of the National Secondary Schools Computer Fund program.
- agree to comply with the requirements of the Kepnock State High School Student Resource Scheme
- pay in advance Student Resources Scheme fees for 2012 (at least the Semester 1 portion)

After reviewing and understanding the responsibilities outlined in the Acceptable computer and internet use section above and relevant documents, I:

- agree to the provision of elevated access associated with the assignment of the student laptop.

- do not agree to the provision of elevated access associated with the assignment of the student laptop.

Student’s name
Signature of student
Date

Parent / guardian’s name
Signature of parent / guardian
Date

Designated school representative’s name
Signature of school representative
Date
### Privacy Statement

The Department of Education and Training through the school is collecting your personal information in accordance with section 51 of the *Education (General Provisions) Act 2006* in order to administer the Student Laptop Program in an efficient, ethical and secure manner. The information will only be accessed by school employees conducting the scheme. Some of this information may be given to departmental employees for the purpose of debt recovery. Your information will not be given to any other person or agency unless you have given permission or the Department of Education and Training is authorised or required by law to make the disclosure.

### Participation

☐ Yes  I wish to participate in the Student Laptop Program in 2012. I have read and understand the Terms and Conditions of the program (see reverse) and agree to abide by them and to pay the participation fee in accordance with the selected payment arrangement below.

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<tr>
<th>Student</th>
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</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Surname</td>
<td>Yr</td>
<td>$175.00</td>
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<td></td>
<td></td>
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<tr>
<td>Total</td>
<td>$175.00</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

### Parent/Carer Details

Given Names:  
Surname:  
Address:  
Contact Numbers:  
Home:  
Work:  
Fax:  
Mobile:  
Email:  
Parent/Carer Signature:  
Date:  

### Payment Method

I wish to make payment by  
☐ EFT  ☐ EFTPOS Credit/Debit Card  ☐ Cheque  ☐ Cash *

**Payment by EFT can be made to the school bank account BSB: 064-403 Account Number: 00090483. To ensure correct identification of the payment, please ensure that the EFT payment reference clearly includes the STUDENT NUMBER, along with the characters LTP, e.g. 001461LTP.**

For payment by EFTPOS (Credit/Debit Card), I hereby authorise the school to debit my:  
☐ MasterCard  ☐ Visa  ☐ American Express (where accepted)  ☐ Other (where accepted) ________________  
Card Number:  
Expiry Date:  

For the full amount of $175 ☐ or half the amount of $87.50 ☐ on or prior to the first school day of Semester 1 and Semester 2.

Name of cardholder as it appears on the card:  
Signature of Cardholder:  