



# SFX BYOD Program - FAQ

Technology is an integral part of everyday life. St Francis Xavier College's BYOD Program requires all students to bring their own device for use at the College to enhance their learning.

Below are answers to the most common questions about the program.

General	
What is BYOD?	<p>BYOD is a program where students bring their own devices to school. The device is owned by the family.</p> <p>If you choose to purchase through our recommended Vendor (College Supported BYOD) SFX will provide and install all required software.</p>
Do I need to buy a new device right now?	<p>Not quite yet. We recommend ordering your device around October or November to allow plenty of time for the device to arrive at the College.</p> <p>Students in Year 7 and Year 10 in 2023 will need to purchase a device as part of the BYOD Program through the College recommended Vendor Portal or purchase a suitable device from elsewhere (please refer to our <b>Home Supported BYOD specifications</b> guide).</p>

Purchasing	
What device do I need to get and where do I get it from?	<p>The SFX BYOD Program is structured as follows.</p> <p><b>College Supported BYOD</b></p> <ul style="list-style-type: none"><li>• We provide a platform to facilitate the purchase of your device from our recommended Vendor.</li><li>• The Vendor Portal has a selection of devices to choose from, ranging in different prices and specifications.</li><li>• You select a device to suit your child's learning requirement. The College can assist with this if needed.</li><li>• You select any additional accessories.</li><li>• Payment is made directly to the Vendor and your order is placed.</li><li>• The Vendor delivers your device and accessories to the College for imaging of software and access to the SFX network.</li><li>• You are contacted to organise a time to collect the device.</li><li>• Your child is ready to use their device.</li></ul> <p>The Vendor will be able to guide you on what device is best suited for your child.</p>

	<p><b>Home Supported BYOD</b></p> <ul style="list-style-type: none"> <li>• If you would prefer to provide your child with a device from another vendor, we have a full list of minimum specifications which require mandatory compliance and is available at <a href="http://sfx.act.edu.au/BYOD">sfx.act.edu.au/BYOD</a></li> <li>• Parents take FULL responsibility for purchasing, software, maintenance and any repairs of the device.</li> <li>• If repairs are required, parents are responsible for providing a temporary device that meets the minimum device learning requirements of the College.</li> <li>• The College will not provide any software imaging, however, once the Digital BYOD Agreement is signed, access to the College's WiFi will be provided.</li> </ul>
<p>Do we have to purchase from the SFX selected Vendor?</p>	<p>You are not required to purchase from our selected Vendor.</p> <p>However, our recommended Vendor and approved devices on offer have been carefully researched and selected because they meet all the College device requirements. By purchasing through our recommended Vendor, we can ensure the highest quality of service is provided to our students and their families, while also maintaining equity for all.</p> <p>If you choose to purchase from elsewhere, parents take FULL responsibility for the device purchase, software maintenance and any type of associated repairs, as well as provide a temporary device that meets minimum requirements during the repair process. Please note, the College will not provide any software imaging, however, once the Digital BYOD Agreement is signed, access to the College's WiFi will be provided.</p>
<p>I found the same device the SFX recommended Vendor sells cheaper at another store, can I purchase that device?</p>	<p>Yes, if you would like to. However, the price on the Vendor Portal also includes warranty and insurance at a price you will not receive elsewhere. On top of this, the level of service you will receive from our recommended Vendor is above what any other supplier will be able to offer, especially when it comes to repairs. Refer to the <b>warranty, insurance and repairs</b> section below for more information.</p> <p>If you can still find the device cheaper elsewhere and with the same quality of service—we strongly suggest you have a conversation with our recommended Vendor before you make the final purchase elsewhere to be sure you are getting the best deal for you and your child.</p> <p>Before purchasing outside of the recommended Vendor Portal, we also ask you to consider the lifecycle of the device—an estimated 3-4 years during which most students will require some sort of device repairs, even if it is only minor. A device purchased elsewhere will not be imaged with the SFX required software and will not receive repairs at the College—which in the long run, might prove to be</p>

	<p>more expensive and time-consuming if you need to use a 3<sup>rd</sup> party repair agent. In comparison, choosing to purchase your child's device through the Vendor Portal WILL provide you with the College's software image, repairs and even a temporary use device (if available) during the repair process.</p>
<p>I want to purchase somewhere else. What are the minimum requirements?</p>	<p>Please refer to our <b>Home Supported BYOD Specifications</b> guide. This guide will advise what is required as a minimum and our preference for hardware, functionality, software etc.</p> <p>If you choose to purchase elsewhere, parents take FULL responsibility for purchasing, software, maintenance and repairs of the device, as well as providing a temporary device that meets minimum requirements during the repair process. Once the Digital BYOD Agreement is signed, access to the College's WiFi will be provided and limited support for College licenced software only.</p> <p>Seniors, especially those using Adobe products, will generally need higher specifications.</p> <p><b>It is also very important to note the WiFi minimum requirement of 5Ghz. The device will not be able to be connected to our WiFi network without it.</b></p>
<p>I have a MacBook that I'm not using at home, can my child use that?</p>	<p>Unfortunately not. We are a Windows platform-based school. We would not be able to provide IT support for College licensed software or access to the College WiFi. Our curriculum has been specially designed around the use of a Windows laptop.</p> <p>Being able to provide support in the classroom, assistance with our cloud-based systems and access to our WiFi is the utmost of importance for our students' learning. In schools where they have a 'bring any device' option, it's proven to be an IT and classroom nightmare that can quite often take away from the learning experience. Having a select range of options and minimum specifications for families means we can maintain the service students and families deserve.</p> <p>If a student arrives at school with an unapproved device, they will be asked to return the device to their locker. The Year Coordinator will contact the parents to advise this device cannot be used at school.</p>
<p>Can my child use a tablet or phone?</p>	<p>These sorts of devices do not meet the minimum requirements or make full use of our current curriculum which was designed around the use of a Windows laptop.</p> <p>There are, however, 2-in-1 devices in the Vendor Portal which have all the benefits and power of a laptop but can also be used like a tablet.</p>
<p>Will a bag for the device be provided by the College?</p>	<p>These can be purchased through the Vendor Portal. All accessories purchased through the portal will be shipped to SFX with your device.</p>

	You are welcome to purchase a bag and other accessories from other vendors.
What payment options are available?	In all cases, you make payment directly to the Vendor.  Please see the vendor portal for payment options.
I cannot afford to purchase a device.	Purchasing a device is a learning requirement for every student at SFX which is why our approved Vendor has an interest-free repayment financing option available from as little as approximately \$40/month. Please contact the Vendor directly if you have any questions about payment options. Should you have further cost questions, please contact the Business Manager.  We are providing many months' advance notice to ensure families can prepare their finances appropriately to meet the financial obligation of attending St Francis Xavier College.
In the College Supported device program, why does the recommended Vendor device get delivered to the College?	The device is delivered to the College so we can install all the software your child will need for their learning requirements. We also ensure they are ready to connect to the SFX WiFi and systems. Once this is done, you will be contacted to arrange an appointment to collect your device. Students are not able to collect new devices as parents/carers are required to sign the Digital BYOD Agreement which confirms the device/accessories have been received in a satisfactory condition. We also image the device with our Standard College Windows 10 image, this allows an easy and quick baseline to return to in the event of a software issue on the device. Our BYOD Policy documentation must be read and the Digital BYOD Agreement must be signed by both the parents/carers and the student before the device will be handed over.
Will the lowest cost recommended Vendor device be able to run all software?	Yes, it is sufficient to run all software. However, for seniors who make use of Adobe products in their course(s), a higher model is recommended. For any questions regarding the capacity of devices, please contact the Vendor using their dedicated BYOD support email <a href="mailto:sales@lwt.com.au">sales@lwt.com.au</a>
What software support will you provide for my child's device?	<b>College Supported BYOD</b> All devices purchased from our recommended Vendor through the portal are fully supported by the College and will be imaged with our standard operating environment (SOE). Software issues will be diagnosed by our ICT Services Team and either fixed or re-imaged.  <b>Home Supported BYOD</b> Basic WIFI connectivity issues will be supported by the College and we will assist with troubleshooting issues with College licenced software – for example, Microsoft Office 365 Suite, Canvas and Compass. Beyond that, any issues with the device will be up to the student and family to address with their place of purchase or an independent repair shop.

<p>Will you provide anti-virus software?</p>	<p><b>College Supported BYOD</b> Windows 11 comes with Microsoft Windows Defender. This is the current protection we use on our devices and will continue to be used when imaging laptops purchased under College Supported BYOD.</p> <p><b>Home Supported BYOD</b> As outlined in the Home Supported BYOD Specifications, Windows 11 is our recommended operating system, which comes with Microsoft Windows Defender. If you wish to purchase additional anti-virus protection, you do so at your own cost.</p>
<p>Why can we not purchase the recommended Vendor device without the warranty and ADP?</p>	<p>Computers are subject to break downs and accidental damage, especially in the hands of teenagers. It's vital therefore to ensure a fast and preferably no-cost turnaround for repairs when the need arises.</p> <p>Without this option, students could be without a device for weeks while awaiting expensive repairs from other suppliers—especially if the device needs to be sent away for repairs.</p>
<p>Does SFX have an existing association or receive 'kick-backs' from the recommended Vendor?</p>	<p>No. We have selected this Vendor above all the other available suppliers in Australia from our extensive research. Our current Vendor has an outstanding reputation, offers ease and flexibility in their purchasing process and provides exceptional service.</p> <p>We may add other vendors to the program in the future.</p>
<p>Do I have to purchase the device from the recommended Vendor before a cut-off date?</p>	<p>Yes. Orders for students starting on the SFX College Supported BYOD program in 2025 will need to be <b>finalised</b> by 1 December 2024 to guarantee your child will have a device for their first day of school in 2025. Orders placed after this date might not be ready on time, especially as deliveries are suspended over the Christmas shutdown period for security purposes.</p> <p>You can place your order any time. In fact, we recommend it so your child has a chance to familiarise themselves with the device as soon as possible.</p>
<p>What if my child doesn't have a device by the first day of school?</p>	<p>You will receive a phone call from your child's Year Coordinator reminding you of the BYOD Program and the requirement for your child to have a device provided for their education at SFX.</p> <p><b>College Supported BYOD</b> If you have initiated purchase through the Vendor Portal, but your child's laptop has not yet arrived, there are a limited number of spare laptops available on a first come, first served basis which your child may loan from the College. The device is only available on a day-by-day arrangement, so the student must come in each morning to pick up a device and return it in the afternoon. Any damage to the loan device is the responsibility of the family. We cannot guarantee there will be a loan device available for</p>

	<p>your child and they may have to 'look on' with another student in their class or use pen and paper. This is not a long-term solution and should not be treated as such.</p> <p><b>Home Supported BYOD</b> You will need to provide a reasonable estimated time of arrival (ETA) on the purchase of the device so we do not continue to contact you about your child not having a device.</p> <p>No spare laptop will be provided by the College. Your child will be required to 'look on' with another student or use pen and paper. This is not a long-term solution and should not be treated as such.</p>
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Warranty, insurance and repairs	
<p>My child's laptop battery doesn't last all day at school. How will they charge it?</p>	<p>We will not provide loan chargers or charge laptops at our ICT Services Helpdesk.</p> <p>It is a minimum requirement in the Home Supported BYOD Specifications that the battery life must be advertised as at least six hours, with 8-10 hours recommended. Devices purchased through the Vendor Portal will meet this requirement.</p> <p>It also is agreed by each student in their Digital BYOD Agreement that they understand they cannot charge their device at school and will bring it fully charged each day.</p>
<p>My child has damaged their device, can it be repaired at school?</p>	<p><b>College Supported BYOD</b> Yes, absolutely! This is one of the main benefits of purchasing through our recommended Vendor. We have an arrangement with our Vendor to provide repair services at the College. All your child needs to do is bring their device to the ICT Services helpdesk where we work with the Vendor to resolve the issue. A replacement device will be provided by the College on a first come first served basis, if one is available.</p> <p><b>Home Supported BYOD</b> Our IT Network Support team are happy to inspect the device with the student present to determine the nature of the problem. If it is a connection issue or minor College licensed issue, they will endeavour to fix it on the spot, however, if they are unable to resolve the issue on the spot, you will need to contact the place you purchased the device from or engage a 3<sup>rd</sup> party repair agent.</p> <p>In any case, we cannot guarantee data will be retained on the device.</p>
<p>How long do repairs take?</p>	<p><b>College Supported BYOD</b></p>

	<p>The timeframe for repairs is dependent on what is wrong with the device. Generally, we expect most issues are resolved within 48 hours unless the Vendor is waiting for insurance excess (if any) to be paid by the family.</p> <p><b>Home Supported BYOD</b> This is in the hands of wherever you purchased your laptop from. Most suppliers can take several weeks or require you to send your device away. You will also need to provide your child with a device in the interim.</p>
When a device is being repaired, will there be a replacement available?	<p><b>College Supported BYOD</b> Yes, however, there are a limited number of spare laptops available so they are available on a first come, first served basis.</p> <p><b>Home Supported BYOD</b> No. Unfortunately, we cannot provide a short term loan while your device is being repaired elsewhere.</p>
What happens if the device cannot be repaired?	Regardless of which SFX BYOD option you select, it is the responsibility of the family to purchase a new device.
What happens if my child's device is stolen or misplaced?	<p>The College takes no responsibility for the safety of the device.</p> <p>We recommend you have a discussion with your Home / Contents insurance provider to see whether your child's device is covered in the policy when they're taking the device away from your home.</p>
What type of warranty is included?	<p><b>College Supported BYOD</b> One of the great benefits of this program is that all models purchased through the Vendor Portal come with a 3-year warranty included in the price. Most other retailers only offer a 1-year warranty and never at the great price we have arranged with our recommended Vendor. Batteries also have a 3-year warranty through our recommended Vendor. Please contact the Vendor for detailed information about the warranty and read your Product Disclosure Statement (PDS) carefully.</p> <p><b>Home Supported BYOD</b> Generally, only 1-year and is dependent on the manufacturer and place of purchase. Where possible, a 3-year warranty uplift should be purchased.</p>
Is Accidental Damage Insurance (ADP) included?	<p><b>College Supported BYOD</b> The purchase of insurance is a compulsory charge to complete the order. Insurance claims are 1 claim per calendar year and 3 total claims over 3 years. If a device was broken twice in one year the second breakage would be repaired at a cost. Parents receive an insurance PDS with full terms and conditions.</p> <p>Please contact the Vendor for detailed information about Insurance.</p> <p><b>Home Supported BYOD</b></p>

	This is a discussion to have directly with the supplier you choose to purchase from.
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Other	
I receive a remission on my school fees, will my child get a free laptop?	No, the SFX BYOD Program is separate from school fees. If you require assistance with the purchase of a device for your child, the recommended Vendor offers many different payment options. Should you have any further questions, please contact the Business Manager.
Where can I read the SFX BYOD policy?	All information about the SFX BYOD program can be found on our website at <a href="http://sfx.act.edu.au/BYOD">sfx.act.edu.au/BYOD</a> .