

12 October 2022

Dear Parents/Carers

**Year 8 2023**

Families will be aware that, as part of our 'Bring Your Own Device (BYOD) program, all Year 7 students have been working with iPads as part of their learning in many of their classes this year. This program will continue for Year 8 in 2023, with iPads remaining as our preferred device.

Attached to this letter is our BYOD Information Pack, including an option for families still needing to purchase an iPad to do so through JB Hi-Fi. It is entirely a matter for families to decide where they will purchase their student's iPad.

All iPads need to be 7<sup>th</sup> Edition or newer to ensure the applications and technology will run effectively on the device. We look forward to working with our students, teachers and families in order to further enrich learning experiences through the purposeful use of digital devices in the classroom.

Any questions about our BYOD program should be directed to Riley Eggins, our Digital Devices Coordinator, who can be contacted during school hours on 02 6674 9777 or via the school's email [kingscliff-h.school@det.nsw.edu.au](mailto:kingscliff-h.school@det.nsw.edu.au)

Yours sincerely



Michael Hensley  
Principal



Riley Eggins  
Digital Devices Coordinator

BRING YOUR OWN  
DEVICE- IPAD  
PROGRAM

KINGSCLIFF  
HIGH SCHOOL  
BYOD PLAN  
2023

YEAR 7,8  
AND 9  
2023

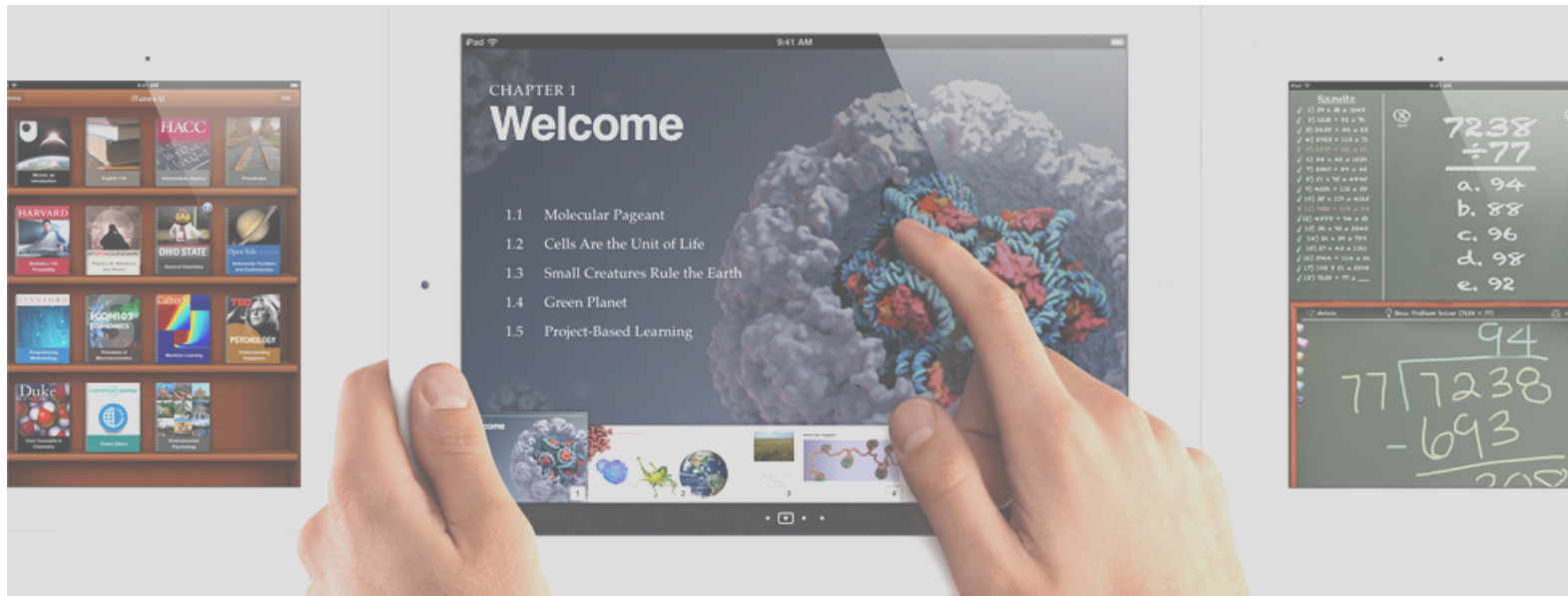
KINGSCLIFF  
HIGH SCHOOL



# Our Vision

## Each Learning Journey:

- is centred on an individual's growth,
- is real world and relevant,
- relies upon respectful relationships,
- is driven by passion and aspiration,
- is celebrated.



Our school is undergoing a state of the art re-build, and we wanted our technology to reflect that. With open classrooms and a focus on **collaborative learning**, our goal was to ensure our students are given every opportunity to succeed in a future-focused environment. Technology is becoming increasingly mobile in a tablet form; we've chosen the Apple platform and iPad's because it aligns with our goals in making **learning relevant**, inspire **creativity**, enhance **collaboration** and enable every learner to be a creator who **believes their work matters**.

## DEVICE SPECIFICATIONS



- **iPad 7th Generation or newer**-As it is the oldest iPad that will run the latest iOS 15 and Apple Pencil.
- **Sturdy case with Keyboard.**
- **Headphones or earphones.**

## OPTIONAL ADD-ONS



- **Apple Pencil**- although not necessary, this tool can be used to enhance creativity and design in subject like art, textiles and is also useful in labeling diagrams.
- **Apple Care Plus**- We recommend this one, but it is up to parents. This is additionally insurance for the device that will likely give many parents peace of mind. [Click here to see what it's all about.](#)

## PURCHASING INFORMATION



### Where can you buy the correct device (iPad)?

We have an [online education purchasing portal](#) partnership with JB Hi-Fi with great education discounts, you can either pick-up in store or get the device delivered.

### School Code (School Code for parents):

KINGSCLIFFHSBYOD2023

### Website:

<https://www.jbeducation.com.au/byod/>

# Why iPads?



**Ignite the creativity in every student.** Every child is born full of creativity. Nurturing it is one of the most important things educators do. Creativity makes your students better communicators and problem solvers. It prepares them to thrive in today's world — and to shape tomorrow's.



**Flexible tools that flex imaginations.** Apple products give students freedom of expression.. iPad lets them read, look things up, create reports and present their ideas. It holds their books, and it works with Microsoft Office and Google Drive. And with iPad, they have the flexibility to do all those things the way they want to — with a keyboard, an Apple Pencil or even just a finger.



**Designed with every student in mind.** Apple products are designed with features to empower students of all abilities for vision, hearing, motor skills, learning and literacy. Learners can customise display colours to aid visibility or have content on the screen read aloud to them. And teachers can limit apps and other distractions to keep students focused.



**Apple helps in the classroom, too.** Apple devices expand what's possible in the classroom. Apps like Classroom help teachers guide how students use devices and apps in the classroom. And they provide valuable insight into each student's progress, so the teacher can focus on what's most important: teaching.



**Powerful enough to grow with them.** Apple technology is made to grow with your student. iOS, macOS and free productivity apps — Pages, Keynote and Numbers — receive complimentary updates to enable new features and new ways to use iPad and Mac. The same is true for Apple's free creativity and coding apps — Photos, GarageBand, iMovie, Clips and Swift Playgrounds.



**Simple to set up. And built to protect your child's privacy.** Apple products are as easy to set up as they are to use. And they're designed to protect your student's personal information, like their location, the websites they visit and the apps they use. Built-in tools like Screen Time give you insight into how your student is using their device or let you set the amount of time they can spend in specific apps or on certain websites.

# Parental Controls and Screen Time

## **Keep track of your family's app usage.**

Screen Time gives you a better understanding of the time you and your kids spend using apps, visiting websites and on your devices overall. You can get weekly reports or see specific app usage, notifications and device pick-ups.

## **Set limits and exceptions.**

Screen Time also lets you set the amount of time you and your kids can spend each day on specific apps and websites. You can create exceptions for specific apps, like Messages or education apps, and kids can always request more time for you to approve.

## **Choose which apps they can use.**

If you want to, you can prevent kids from installing new apps — like social media or photo sharing apps — or even turn off the Safari web browser. Enable Ask to Buy, and you can approve or decline their app purchases and downloads right there on your device.

## **Easily create app limits.**

With Combined Limits, you can combine individual apps and websites, and even whole categories, into a single, easy-to-manage limit. Set a limit for a group of apps and websites, like games or your kids' favourite streaming apps.

# Contact and further questions.



- For **further questions** please contact Kingscliff High School at [kingscliff-h.school@det.nsw.edu.au](mailto:kingscliff-h.school@det.nsw.edu.au)
- For **IT support** and purchasing information, please go to our [BYOD Hub](#)
- For **feedback** or information regarding financial assistance please fill out this [form](#).
- Alternatively you can contact to school and ask for any of our Digital Device specialists on **02 6674 9777**



JB Hi-Fi Education.  
More for Education.

**JB**  
HI-FI Education

# The Big BYOD Toolkit for Parents



**BYOD parent's toolkit 2022/23**

# Contents

<b>INTRODUCTION TO THE JB HI-FI EDUCATION BYOD PROGRAM</b>	<b>3</b>
<b>ORDERING DEVICES AND PORTAL RESOURCES</b>	<b>4</b>
<b>DELIVERY OPTIONS</b>	<b>5</b>
<b>WARRANTY OPTIONS</b>	<b>6</b>
<b>LOGGING AN INSURANCE CLAIM</b>	<b>7</b>
<b>FREQUENTLY ASKED QUESTIONS</b>	<b>8-9</b>
<b>CONTACTING US</b>	<b>10</b>

# Bringing your own device to school can be as easy as pi(e)

**We've taken the guesswork out of school Bring Your Own Device (BYOD) programs, so you can be confident that your kids are equipped with the right technology to help them be their best and reach for the stars.**

As a parent, you want your children to have the latest and greatest technology available for learning. However, affordability and finding the devices that meet a school's specific device specifications and curriculum requirements can cause headaches.

That's where our professionally structured and managed Bring Your Own Device program (BYOD) for schools and parents can make a world of difference.

## **For our next critical thinkers, solution seekers, goal setters and go getters**

JB Hi-Fi Education's BYOD is the no-nonsense way to motivate students with education-specific technology that's compatible with the school and designed for the rigours of student life.

Busy parents should feel reassured that the technologies they're purchasing work seamlessly and securely in the classroom, on the go and at home. Your children engage in learning through the latest technology while being armed with the skills for tomorrow's workforce.

## **Better learning is just a click away at JB Hi-Fi Education**

- Specialised products approved by your school with school-specific software.
- Commercial pricing for the education sector.
- Wide selection of high-quality accessories.
- Extended warranty and accidental damage protection insurance option.
- Simple online ordering 24/7 with no credit card surcharge.
- Fast, contactless delivery options, including pick-up at the retail store of your choice nationwide or delivery to your home or workplace.
- Support from experts six days a week, Monday to Friday: 9am – 6pm, Saturday: 10am – 12pm (AEST).



# How to order your child's device

**We've made browsing and ordering technology a breeze.**

## Here's how it works:

1. Go to [www.jbeducation.com.au/byod/](http://www.jbeducation.com.au/byod/).
2. Enter the BYOD code as supplied by your school.  
**KINGSCLIFFHSBYOD2023**
3. Once logged in, select a student program.
4. Choose your preferred delivery method.
5. Follow the prompts to select your products, accessories and nominate for insurance. Enter your details to proceed.
6. Choose a payment method and complete your order. **No surcharges on credit card purchases.**

If you have any questions, we're here six days a week:

Web: [www.jbeducation.com.au/byod/](http://www.jbeducation.com.au/byod/)

Call: **1300 730 548**

Email: [byodsupport@jbhifi.com.au](mailto:byodsupport@jbhifi.com.au)

## Visit our Parent Hub for everything BYOD

Want to know more? The JB Hi-Fi Education Parent Hub has all the tips and tricks you'll need to effectively navigate our BYOD portal.

We provide advice, guidance and support to ensure you select and purchase the most appropriate technologies for optimal learning.

Take me straight to the **Parent Hub**.



# Getting your devices delivered pronto

**We offer fast, contactless delivery options for BYOD customers, including home delivery, school delivery or pick-up from a participating JB Hi-Fi retail store of your choice.**

## Home delivery

Contactless delivery can be made direct to your door, unless your school requires your order to be delivered to the school first.

## Store pickup

You're welcome to collect your BYOD order from any participating JB Hi-Fi retail store in Australia. When ordering, you'll see that we list the five stores closest to your school to make it even easier for you.

If you choose store pickup, you'll be notified by email and/or SMS as soon as your order is ready to collect. All you have to do is show your confirmation message and provide photo identification (e.g. driver's licence) to a JB Hi-Fi staff member when you arrive at the store.

## School delivery

Some schools may request that devices are delivered to the school and then handed out to students. This may occur when a school wants to add a logo, your child's identification, an image or software to the device, or they may need to connect it to the school Wi-Fi network and ensure everything is working as it should.

Our BYOD portal will advise if school delivery has been requested when you're ordering your equipment.



# Your protection if things go wrong

**Even the best equipment can be subject to failure or problems. That's why we're ready for anything so your downtime is never a long time.**

If you experience an issue with your device within the period covered by either the Manufacturer's Warranty, Extended Warranty or the JB Hi-Fi Minimum Voluntary Warranty Policy, JB Hi-Fi will arrange a refund, repair or replacement in accordance with the terms of the policy.

Note that all equipment sold by JB Hi-Fi Education is covered by the consumer guarantees under the Australian Consumer Law (ACL), along with a standard manufacturer's warranty and JB Hi-Fi's Minimum Voluntary Warranty Policy. Details can be found here: <https://support.jbhifi.com.au>.

## How to log a warranty repair claim

1. Visit <https://productcare.jbeducation.com.au>.
2. Submit the details of your warranty claim.
3. Once submitted, you should receive a notification email confirming receipt.
4. A member of our warranty service team will then contact you and/or your school to determine if it is a hardware fault and then arrange repair of the faulty unit.

If you would prefer to deal with the manufacturer directly regarding the repair of your equipment, please visit our Support page for further information on how you can contact them: [www.jbeducation.com.au/support/](http://www.jbeducation.com.au/support/).



# Whoops! Do you have accidental damage cover?

**We all know that accidents happen with devices whether with food/ drink spills, dropping the device or other physical impacts that effect the usability of your asset. JB Hi-Fi offers its BYOD customers Accidental Damage Protection Insurance options that provide coverage for physical damage to a device.**

These options afford you peace of mind that, should your child accidentally damage their device, you can have it repaired, with the only cost being the policy excess. This will get them back to study sooner. Some of our plans combine Extended Warranty and Accidental Damage Protection Insurance, which gives you both certainty that product faults are covered for a longer period and comfort that damage caused to the device is taken care of.

If your equipment has been accidentally broken and you have not purchased any additional accidental damage cover (device insurance), please contact us via our warranty website: <https://productcare.jbeducation.com.au/>. One of our repair team members will give you a quote for the cost of the repair (available for Apple, Lenovo, HP and Microsoft Surface).

JB Hi-Fi also offer insurance coverage for Loss, Theft or Loss and Theft (combined). If your child misplaces their device or their device is stolen, the cost of replacement can be an unexpected (and unwelcome) expense. These additional insurance options allow you to be prepared should these unfortunate events occur.

If considering an Extended Warranty or Accidental Damage Protection Insurance cover, parents should read the relevant terms and conditions and Product Disclosure Statements available via our support page [www.jbeducation.com.au/support/](http://www.jbeducation.com.au/support/).



# Frequently asked questions

## What to buy

### How do I know what to buy for my child?

Everything on the BYOD portal has been selected and approved by your school for your child's study.

### Do I need to buy software?

Your school decides what software they require. Sometimes software is included as part of the agreement with the school. Contact your school for more information.

### Do I need to buy insurance or warranties?

You can buy insurance and extended warranty if you want. Options are available on the portal. You are not required to have insurance or an extended warranty. Our extended warranty options give you an extended period of coverage in relation to product faults on your device. These plans are provided by the Manufacturer and may (depending on the device selected by your school) include additional benefits such as: Onsite Repair at your school, Next Business Day Repair and/or assessment or Advance Replacement, where you will receive a new device even before your faulty device has been returned to us for assessment. These are services generally not covered by the standard manufacturer's warranty.

Our insurance options support devices with accidental damage protection coverage (and/or cover for theft or loss), which you can add-on to give you peace of mind that your child's device is protected against life's little mishaps.

The extended warranty products we sell provide protection against product faults and offer additional support that may not be covered by the standard manufacturer's warranty. In addition to the standard manufacturer's warranty, you may also have rights in relation to product faults under JB Hi-Fi's minimum voluntary warranty (see [https://cdn.shopify.com/s/files/1/0024/9803/5810/files/YourRights\\_July2014\\_HR\\_02\\_v3\\_cfdc3a23-7517-44c4-878f-329b3434feaa.pdf?294726](https://cdn.shopify.com/s/files/1/0024/9803/5810/files/YourRights_July2014_HR_02_v3_cfdc3a23-7517-44c4-878f-329b3434feaa.pdf?294726) for further details) and/or the Australian Consumer Law (see <https://www.accc.gov.au/consumers/consumer-rights-guarantees/repair-replace-refund> for further details). You should familiarise yourself with these rights when considering extended warranty products.

### What if I want my child to have a device case or other accessory?

You can choose the accessories you want for your child. You can purchase from those available on the portal or you can buy them elsewhere.

### Can I choose a different colour for my child's device?

Unfortunately, no. In order to provide our special BYOD education pricing, we have to limit the product options available.

### If I have more than one child at the school, do I need to place a separate order for each child?

Yes, you will need to complete an order for one child first. You will then receive an 'Order Confirmation' notification on the screen and be given an option to 'Place Another Order'. Some of your personal details will be retained so you will not have to re-enter them.

## How to pay

### What payment options do you accept?

There are several payment options we accept for your BYOD purchase. Credit Card, BPAY, our 12 Month Interest Free Finance option via Humm90, and buy now, pay later options. You can select to pay 'upfront' by credit card (Visa, Mastercard or American Express). Unless otherwise stated, full payment will be taken from your card when you select this option during checkout.

For BPAY payments, you can pay for your student's device direct from your bank account. We will provide you with our biller code and a reference number to use if you select BPAY as your preferred payment option. We do not accept BPAY payments via credit card.

We also offer an interest free option via Humm90. To apply for interest free, you will be able to complete an application through the BYOD Online Portal when you select Humm90 during checkout. Humm90 is a financial product provided by Flexi Group.

For buy now, pay later options, we've partnered with Afterpay and Zip to offer you choice and flexibility.

### How do I know my credit card details are safe?

JB Hi-Fi Education uses an industry standard platform to transact all credit card payments. It is a highly secure system and all details submitted are encrypted. They do not retain any credit card numbers and your information is safe.

### Can I pay for my order with JB Hi-Fi Gift Cards?

No, you cannot use JB Hi-Fi Gift Cards as a payment method for your BYOD order.



# Frequently asked questions

## My order

### How can I see/track my order?

To check the status of your order, simply click on 'My Account' on the top right-hand side of the home page. Once signed in, the order history and status of your order will appear.

### Can I cancel my order?

If you need to cancel your order, please contact our BYOD Customer Service Team.

You can submit a request in writing via [byodsupport@jbhifi.com.au](mailto:byodsupport@jbhifi.com.au). Our team will respond as soon as possible. Or you can call our team directly on **1300 730 548** (Option 1), during business hours (AEST).

### Can I change my order?

You cannot change your order once it is placed or add accessories, extended warranty or insurance. If you forgot to add an accessory to your order, you cannot add one once the order is made.

If you would like to add or change the warranty or insurance, you can request to cancel your existing order and create a new one. Please note, if your order has been shipped or is due to be shipped in the next few days, it may be too late to cancel.

For more information, contact the BYOD Customer Service Team on **1300 730 548**, selecting option 1, or send an email to [byodsupport@jbhifi.com.au](mailto:byodsupport@jbhifi.com.au)

## Delivery or pick up

### How will I receive my order?

If it is a school collection, your school will advise you of the collection date. If it is a store collection, you will be notified once your order is ready for pick-up.

### When will I be able to pick up my order?

We provide an Estimated Timeframe of availability for each product. You can find this information just below the listed price of the device in your school's portal.

## Support

### Who do I contact for support when ordering?

Contact your school or the BYOD Customer Service Team for assistance on **1300 730 548**.

### My child's device has been damaged/lost/stolen, what do I do?

If your child's device has been damaged/lost/stolen and you purchased Accidental Damage, Loss or Theft insurance with your order, you can make a claim by contacting the BYOD Customer Service Team on **1300 730 548**, selecting option 1, or send an email to [byodsupport@jbhifi.com.au](mailto:byodsupport@jbhifi.com.au). If you know who your coverage is through, you can contact the provider directly - please visit our support page [www.jbeducation.com.au/support](http://www.jbeducation.com.au/support) for details.

### My child's device is having technical problems, what do I do?

Take the device to the school's IT department. The staff will assess the device and, if necessary, they can help you lodge a warranty claim.

If this is not possible, contact the manufacturer directly for assistance. Go to the JB Hi-Fi Education Support page ([www.jbeducation.com.au/support/](http://www.jbeducation.com.au/support/)) for contact information for each supplier, as well as policy information for your coverage.

If you prefer, contact the BYOD Customer Service Team directly for assistance on **1300 730 548**, or via our Contact Us form selecting the Warranty/Repair/ Returns Enquiry option.

# Don't worry, we're here to help you

**Whatever BYOD questions you may have – or help you may need – our JB Hi-Fi Education Customer Service Team is available to assist you six days a week:**

Monday to Friday, 9am to 6pm AEST  
Saturday, 10am to 12pm AEST

Web: <https://www.jbeducation.com.au/byod/>

Call: **1300 730 548**

Email: [byodsupport@jbhifi.com.au](mailto:byodsupport@jbhifi.com.au)

We keep a record of each contact so, if you need to contact us again, we'll have your details at hand. Please have your BYOD order number ready if you've already created an order (it will look something like this: BYOD12985).

