

Dear Parent/Carer,

### Damage to student laptop

In accordance with the Student Resource Scheme: Student 1-to-1 Learning Program Participant's Agreement 2020, parents/carers will be responsible for partial or full payment in cases where the laptop is damaged.

The first stage of damage assessment involves the student and parent completing the laptop incident report form which provides us with the necessary information to categorise damage as either warranty, malfunction, damage, theft or loss.

If your child's laptop/spare laptop is damaged or malfunctioning, please ask them to bring the laptop to the Library I.T. room where the damage/issue can be assessed. If this can be fixed by Ripley Valley State Secondary College Technicians, it will be done as soon as possible. If the RVSSC technicians cannot fix the laptop, or replacement parts are required, your child will be asked to complete this incident form. This form has to be signed by you, your child, and returned to the Library before the repair process can begin.

Cost of Repairs are outlined below:

|                                                         |                                               |
|---------------------------------------------------------|-----------------------------------------------|
| 1 <sup>st</sup> Damage in 12 months                     | \$50                                          |
| 2 <sup>nd</sup> Damage in 12 months                     | \$100                                         |
| 3 <sup>rd</sup> Damage in 12 months                     | Cost of full repair – Quote will be provided. |
| Any damage to a school bank laptop &/or Hot Swap laptop | Cost of parts + \$50 labour fee               |

All repairs MUST be carried out through the school IT department.

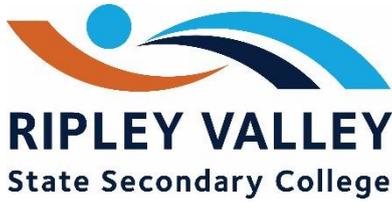
Once the form is returned, the repair job will be logged and a replacement device can be issued while repairs to the student's laptop are being carried out. On finalisation of the repairs, the cost of the repair, as outlined above, will be invoiced to you and the laptop returned to your child.

If you have any questions please don't hesitate to call the school on 3819 5333.

Yours Sincerely

Angela Waugh  
Head of Digital Technologies & eLearning

Brendan Krueger  
Principal



# Ripley Valley State Secondary College 1 to 1 Laptop Program

## Laptop Incident Report

This form must be completed by students when reporting an incident relating to a school owned laptop/device.

**Name:** \_\_\_\_\_ **Year:** \_\_\_\_\_

**Spare Device:** Y / N (If Yes, Barcode : \_\_\_\_\_) **MIS ID:** \_\_\_\_\_

**Nature of Incident:** Malfunction | Damage | Theft | Loss

**Date of Incident:** \_\_\_\_\_ **Location:** \_\_\_\_\_

### Description of Incident:

Include details of where the laptop was at the time and full details of what occurred.

- If the laptop is not working, describe what the problem is and if you know what may have caused the problem.
- If damaged, describe the incident and the damage sustained.
- If loss or theft describe the incident (A completed Police Report needs to be attached).

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**Student's Name**

**Signature of Student**

**Date**

**Parent / Guardian Name**

**Signature of Parent /**

**Date**

