Frequently Asked Questions

Can my child's iPad be handed down to a sibling starting year 7?
Yes. Families may request for the iPad to be reassigned to a sibling's school-managed account. The device can be transferred during the first week of school. Please complete the request form on the College website HERE.

Who owns the device, and what happens if my child leaves the College?
The family owns the device; however the College will manage the device while the student is attending the College. The device can be reset and removed from our management system when the student leaves the College or graduates.

Can we use a personal MacBook if it meets school specifications?
No. All devices must be purchased through the School Device Program Portal to ensure compatibility with the college-managed network, access to required software, technical support, and a safe digital environment.

Can used devices be traded in or sold to new families?
Devices cannot be traded in or sold through the College, and we do not facilitate the sale of second-hand devices. However, families may choose to sell or transfer ownership privately if they wish. Please note the important conditions:

- Devices must remain connected to the College's management system for the duration of their use by any students enrolled at the College.
- Once a device is removed from the school-managed system, it cannot be reconnected. This means it cannot be used as a school device again, even if later given to a sibling or other students.
- The only exception is transfer to a sibling, which must be formally requested through the College. In this case, the device will remain on the school-managed system, and existing payment plans can continue.

We strongly recommend families contact the College ICT Team before making any decisions about transferring or selling a device.

Can I purchase a MacBook for my child in year 9?
Yes. In response to community requests, families may choose to purchase a MacBook for their child in year 9; however, this is optional and the iPad purchased in year 7 remains suitable for all year 9 learning requirements. There are also important considerations when purchasing a MacBook in year 9, such as:

- **AppleCare+ Warranty**: AppleCare+ covers MacBook repairs for three years. A MacBook purchased in year 9 will not be under warranty by the time the student reaches year 12.
- **Repair Costs**: MacBook repairs can incur a service fee of up to $429, compared to $149 for iPad repairs. AppleCare+ includes up to two incidents of accidental damage every 12 months:
  - MacBook: $149 for screen/exterior damage, $429 for other accidental damage.
  - iPad: Unlimited accidental damage protection with a $149 fee per incident ($45 for Apple Pencil).
- **State Government Support for School Card Families**: Under the Department for Education's Digital Strategy, students from eligible families will receive support to purchase an iPad in year 7 and a MacBook in year 10. This does not include an optional year 9 MacBook purchase. For more information, please contact the College Finance Team.

Can I buy a MacBook instead of an iPad for my child in year 7 or 8?
No. Extensive research confirms the iPad is the most appropriate device for students in Years 7 to 9. Its robust design, long battery life, portability, and features such as touch screen and Apple Pencil compatibility support a wide range of learning activities. MacBooks are introduced at the senior level to match curriculum requirements and changing learning styles. Most high schools anticipate a device upgrade will be required during secondary schooling.

Can I extend the warranty to cover my child through to Year 12?
Unfortunately, extended AppleCare coverage is cost prohibitive. We recommend families ensure devices are included under their home and contents insurance for out-of-home use.

Can an iPad be disconnected from school-management in Year 9?
Yes, provided the student has a school-managed MacBook and the iPad is fully paid. However, once disconnected, it cannot be reconnected to the school network, access school-funded apps, or be used as a school device.