Return of Laptop/iPad Policy

Policy
When a student completes their course of study, withdraws or expires from a unit or course of study OR if a student becomes disengaged and ends up with the rescue team, the Laptop/iPad must be returned to the owner (Evocca College).

Branch Responsibilities
1. **The Student Services Officer (SSO),** must contact the student immediately once the student completes the course of study or after notification of cancellation or expiration has been received to request the Laptop/iPad to be returned to the branch.

2. The **SSO** must contact the student by phone each day for one (1) week requesting the Laptop/iPad to be returned and a note added into SMART. The return of the device must be sent to either Head Office or a branch.

   If the device is being picked up from the student the **SSO** must organise Fastway Couriers – ‘receiver to pay’ option, a receipt will be given to the student when the device has been picked up.

   If the student returns the device to the branch then the **SSO** must acknowledge the receipt of the device by printing the student’s ‘Device Program Policy Acknowledgement & Acceptance’ form and write on the form that the device has been returned and date the form with both **SSO** and students signature. A copy is to be uploaded into SMART and provided to the student. The **SSO** will then need to send this device back to Head Office for the attention of ‘Dispatch Accounts’ so the assets register can be updated accordingly.

   The **SSO** must return the device to Head Office.

3. If the student does not respond to any of the communication or return the laptop/iPad within that week a **letter** must be sent to the student. <Return of Laptop/iPad> letter. Each letter must be referenced with a reference number (Student ID) and a copy of the letter uploaded into SMART.

4. If the student does not respond to the letter within 10 days then the **Branch Manager** must issue a legal letter to the student.
5. The **Branch Manager** will be responsible for monitoring the tracking of the return device.

6. The **Branch Manager** will make the decision to visit the student to request the Laptop/iPad to be returned or discuss with an executive manager about an approval to write off the device.

7. The student asset register needs to be updated.

8. When the student returns the device the receiver must enter the notes into SMART and print a copy of the notes page to acknowledge the device has been returned and signed by the receiver.