

Student IT Support Acknowledgement

Gold Coast TAFE (GCIT) provides the following Information Technology support services ("IT Support") to students for accessing the Wired & Wireless WiFi Network at GCIT:

- 🖨 Configuration of Wired & Wireless at GCIT, Ashmore Campus for student laptops.

In consideration of the provision to me by GCIT, I, as student at GCIT, acknowledge and agree to the following:

- If I do not have a laptop that meets the minimum system requirements set required by the software or hardware vendors for the product or service for which I require support I will not be eligible to receive IT Support.
- GCIT will only provide IT Support from its premises at a GCIT Ashmore campus. To receive IT Support GCIT will have a weekly allocation of 30 minutes in the Ashmore Learn Centre to support students.
- IT support will not be provided for any unauthorised or unlicensed copies of software, regardless of whether or not that software is included in the GCIT standard operating environment.
- GCIT is not obliged, and I will not request, GCIT to provide me with training in the use of hardware or software. GCIT conducts regular software application training courses in a variety of software packages.
- If my laptop "crashes" or my data is otherwise corrupted during the provision of IT Support, GCIT will use reasonable endeavours to rebuild my laptop using authorised copies of the software comprised in the GCIT standard operating environment. However, to the extent permitted by law, neither TAFE Queensland nor GCIT will be liable in respect of any loss or damage resulting from any such "crash"
- To the extent permitted by law, neither TAFE Queensland nor GCIT will be liable for any loss or damage suffered by me in respect of the provision of IT Support, including, without limitation, for loss of software or data. Without limiting the generality of the foregoing, neither TAFE Queensland nor GCIT will be liable for any loss or damage caused by an event outside their reasonable control, including, without limitation, inclement weather, power spikes or failure of hardware or utilities.