

TrainICT Student IT Support Centre – Agreement for Service

The TasTAFE Student IT Support Centre is established for educational purposes only.

Trading hours are:

9am to 4pm Tuesday

9am to 4pm Thursday

Drop off and pick up can only be carried out during trading hours unless arranged with a student.

By requesting services and signing this Agreement, you declare that you have read, understood and accepted the following terms and conditions.

Conditions of Acceptance:

I agree to the following conditions for service by TasTAFE students:

- Clients are responsible for ensuring all equipment, programs and data meet legal requirements.
- Clients must ensure that their equipment does not pose a health or safety risk to any staff or students.
- TasTAFE students and staff reserve the right to decline all or part of the services on offer for any reason and at any time.
- Data recovery or retention cannot be guaranteed.
- Warranty is not provided on work carried out by students.
- Any equipment not collected after three months from job completion will be disposed of in an appropriate manner.

Client requirements:

1. Provide storage media for data backup if required.
2. Provide original warranty information.
3. Ensure warranty is not voided if repairs or service is carried out.
4. Provide all relevant software and hardware required for repair. (e.g. Installation software, laptop power supplies, storage media)
5. Provide any relevant usernames and passwords in order to carry out repairs or services.
6. Offer constructive feedback upon completion of service via the online survey.

Student Support Centre Services

Our Pledge:

- The client's privacy will be respected regarding information stored on the client's computer.
- Student technicians will attempt to complete all services to the best of their ability, under the supervision of TasTAFE Teaching Staff.

Some of our services offered include:

- Basic hardware and software support.
- Phone support.
- Basic IT related training and assistance.
- Repair of hardware or software applications.
- Legitimate original software installations.
- Basic data recovery (recovery cannot be guaranteed).
- Malware (virus) testing and removal.

Services not available:

- Physical repair of mobile phones and tablets such as phone screen replacements etc.
- Purchasing of hardware and software.
- Software licensing.

Our Student Service Desk Agents can offer advice and research solutions for these issues.

Full Name: _____

Signature: _____

Date: ____ / ____ / _____

***Please note:** All repairs are undertaken by students and supervised by TasTAFE Teachers as part of the TasTAFE Information and Communication Technology programs.