

# Appendices

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## Appendix 1: Response from the Agency



Ms Margaret Crawford  
Auditor-General of NSW  
Audit Office of NSW  
GPO Box 12  
SYDNEY NSW 2001

DGL17/555

Dear Ms Crawford

I refer to your letter of 5 June 2017 inviting a response to the final NSW Auditor-General's Report, Performance Audit - ICT in schools for teaching and learning (your reference: PA6589).

The Department of Education welcomes the report as an opportunity to review and enhance our delivery and support of ICT for learning in schools

I note the constructive suggestions made in the recommendations of the report and attach a formal response from the department to be incorporated into the published report.

I can advise that the department accepts the report's recommendations.

I would like to thank the review team of the Audit Office for working with officers from the department to make this audit a worthwhile and constructive exercise.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M Scott'.

Mark Scott AO  
**SECRETARY**  
**DEPARTMENT OF EDUCATION**  
June 2017

A small handwritten mark or flourish in black ink, possibly a stylized '2' or a similar character.

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**The NSW Department of Education welcomes the NSW Auditor-General's report *Performance Audit – ICT in schools for teaching and learning***

The department recognises the importance of using technology for learning along with the need to develop the skills of our students and teachers in using technology effectively in daily life and work both now and in the future.

The department welcomes the NSW Auditor-General's report as an opportunity to highlight and enhance our approach to supporting ICT use in schools.

***Recommendation 1: Review the Technology for Learning program and school ICT support resourcing to determine whether resourcing is adequate for modern school requirements.***

The department's Information Technology Directorate will use the existing cross-directorate governance of the program to oversee a review of the program and develop a roadmap of action.

***Recommendation 2: Develop a program to improve wireless networks in all NSW schools, for instance by expanding the Connecting Country Schools Program to all NSW schools.***

The department's Information Technology Directorate will explore opportunities to expand 'Connecting Country Schools' or to provide an alternative path, for the ongoing enhancement of wireless networks in all schools.

***Recommendation 3: Implement an assessment of school 'ICT maturity' and use this to target assistance to those schools requiring support with forward planning for ICT.***

The department, through its Information Technology Directorate will continue to develop an ICT maturity tool to enhance our capabilities in monitoring and supporting the effective use of ICT in schools.

***Recommendation 4: Improve the use of evidence to inform plans and strategies, including:***

- ***more detailed monitoring of teacher and student access to and use of ICT***
- ***evaluating the impact of teacher professional learning on student outcomes***
- ***further examining the links between ICT and student outcomes.***

The department's Centre for Education Statistics and Evaluation (CESE) and Information Technology Directorates will work with Learning and Business Systems to explore the evidence base to support and inform the implementation of strategies to identify and provide professional learning for staff that evidence suggests links to improved outcomes for students.

**Recommendation 5: Improve teacher access to devices for use outside of the classroom to improve how effectively they integrate ICT into teaching and learning.**

The department will review its current approaches to provision of devices for use outside of the classroom by teachers and identify ways this can be improved at both a department and school level.

**Recommendation 6: Improve teacher professional learning by providing more:**

- online learning opportunities for teachers in regional and remote areas
- courses focused on pedagogy to make best use of ICT.

The department will develop and implement a strategic plan for improving online and ICT professional learning opportunities for teachers and leaders in schools.

**Recommendation 7: Identify the ICT skills students' need, and provide teaching resources to develop these skills and monitor their achievement.**

The department will review current research and make available a suite of resources to help teachers and students in the effective use of ICT. These digital resources will be monitored through analysis of data.