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| NAPLANSchool technical support officer (STSO) checklist |

For use with the **NAPLAN environment** [www.assessform.edu.au](http://www.assessform.edu.au).

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| Before the tests | Resources  |
| Devices[ ]  Read information on *Device requirements* — general, student and staff[ ]  Download and read the *Device issues — Advice for schools* document [ ]  Complete a device check on all school-managed student devices[ ]  Record details of any student devices that fail the device check and arrange a replacement device | * [Device requirements](https://www.assessform.edu.au/Layouts/Technology/Devicerequirements.aspx)
 |
| NAP locked down browser (LDB)[ ]  Download the current LDB application[ ]  Read the LDB user guides — versions for specific operating systems[ ]  Install the current LDB version onto all school-managed student devices[ ]  Coordinate installation of the current LDB version onto all BYO devices. Allow enough time for this to occur[ ]  Consider a school-based tracking system to check current version of LDB is on all student devices (both school-managed and student-managed) [ ]  Open LDB on all student devices to verify successful installation | * [Locked Down Browser](https://www.assessform.edu.au/Layouts/Technology/LockedDownBrowser.aspx)
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| Network settings[ ]  For Catholic and Independent schools: Ensure school network is setup according to instructions in the most recent *Network Firewall Requirements and Recommendations for Schools* document (login required) | * [Assessment Platform](http://www.assessform.edu.au)
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| Capacity[ ]  Conduct testing that would reflect the maximum load of students expected to test concurrently in the school, e.g. practice test in the training environment[ ]  Arrange to minimise network traffic during testing, e.g. device updates, video streaming, downloading large files, syncing large data files  |  |
| Prepare assigned test rooms[ ]  Prepare assigned test rooms — devices, network[ ]  Arrange for spare devices (with LDB installed), earphones and power boards |  |
| On test days | Resources |
| Support[ ]  Be available to support test administrators and students with technical issues[ ]  Refer to the QCAA *Test administrator quick reference — technical disruptions* for technical troubleshooting advice[ ]  Call QCAA on 1300 214 452 for advice about any unresolved technical issues [ ]  Record details of any unresolved technical issues in the QCAA *Notification of technical disruption* form and email to naplan@qcaa.qld.edu.au [ ]  Action advice from QCAA about unresolved technical issues [ ]  Report any technical issues experienced throughout the test window and the outcome to the principal and NAPCO | * [Test administrator quick reference — technical disruptions](https://www.qcaa.qld.edu.au/downloads/p_10/naplan_online_20_ta_ref_landscape.pdf)
* [Notification of technical disruption](https://www.qcaa.qld.edu.au/p-10/naplan/naplan-resources/naplan-qcaa-resources)
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| After the tests | Resources |
| [ ]  Report any issues to the principal[ ]  Reflect on technical readiness preparation and create an action plan for the following year |  |

## More information

If you would like more information, please visit the QCAA website [www.qcaa.qld.edu.au](http://www.qcaa.qld.edu.au/) and search for ‘NAPLAN’. Alternatively, phone 1300 214 452 or email naplan@qcaa.qld.edu.au.

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