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| NAPLAN  School 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) |
| 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) |
| 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](mailto: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) |
| 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](mailto:naplan@qcaa.qld.edu.au).

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