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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 |
| Devices  Read information on [*Device requirements*](https://www.assessform.edu.au/naplan-online/device-requirements)— general, student and staff.  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. |
| NAP locked down browser (LDB)  Read the [LDB user guides](https://www.assessform.edu.au/naplan-online/locked-down-browser) — specific to each operating system.  Download and install the current [LDB](https://www.assessform.edu.au/naplan-online/locked-down-browser) version onto all school-managed student devices.  Coordinate the installation of the current [LDB](https://www.assessform.edu.au/naplan-online/locked-down-browser) version onto all BYO devices. Allow enough time for this to occur.  Set up a school-based tracking system to check current version of [LDB](https://www.assessform.edu.au/naplan-online/locked-down-browser) is on all student devices (both school-managed and student-managed).  Open the [LDB](https://www.assessform.edu.au/naplan-online/locked-down-browser) on all student devices to verify successful installation. |
| Network settings  Ensure school network is setup according to instructions in the most recent [*Network Firewall Requirements and Recommendations for Schools*](https://www.assessform.edu.au/resources/network-firewall-requirements-and-recommendations-for-schools) document (login required). |
| 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 and Practice environment](http://www.assessform.edu.au).  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, access points.  Arrange for spare devices (with [LDB](https://www.assessform.edu.au/naplan-online/locked-down-browser) installed), earphones and power boards. |
| On test days |
| Support  Be available to support test administrators and students with technical issues.  Refer to the QCAA [*Test administrator quick reference — technical disruptions*](https://www.qcaa.qld.edu.au/p-10/naplan/test-administration/naplan-resources) 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](https://www.qcaa.qld.edu.au/downloads/p_10/naplan_ta_quick_ref_tech_disrupt.pdf) 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. |
| After the tests |
| 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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