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| NAPLANNotification of technical disruption |

The following information is required to document escalated technical test disruptions.
Please email naplan@qcaa.qld.edu.au when requested by the QCAA.

1. This form — one per issue.
2. Log files from affected device/s — instructions in the LDB user guide.
3. Picture of error message or screen issue (if applicable).

NAPLAN coordinator (NAPCO) or school technical support officer (STSO) to complete

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| Contact person’s details | (Complete if sending to QCAA) |
| School name |       |
| School location |       |
| Contact’s full name |       |
| Contact’s NAPLAN role |       |
| Contact’s phone number |       |

Test administrator (TA) to complete

| Issue details |  |
| --- | --- |
| Date and time issue occurred | Date:       Time:       |
| Environment | [ ]  Training and Practice [ ]  NAPLAN |
| Test domainYear level | [ ]  W [ ]  R [ ]  CoL [ ]  N [ ]  Omnibus[ ]  3 [ ]  5 [ ]  7 [ ]  9 |
| Number of students affected |       |
| Description of issueTest status:[ ]  Not started[ ]  Paused[ ]  Finalised | e.g. Number of sessions affected, test item, location, room/s, building/s, entire school      |
| Error message (if applicable)Please attach image of message if possible |       |

| Student and device details *(if required)* |
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| Student/s name |       | Student/s code |       |
| Test session code |       |
| Devices affected | Number of devices:      Brand:      [ ]  Laptop [ ]  Desktop [ ]  Chromebook [ ]  iPad [ ]  Tablet |
| Device technical management | [ ]  School-managed [ ]  BYO  |
| Operating system and version | [ ]  Windows [ ]  MacOS [ ]  iOS [ ]  ChromeOSVersion number:       |
| Locked-down browser version | Current version number:       |
| Network connection | e.g. wired, wireless      |
| Browser(if issue is not in the locked-down browser) | e.g. Chrome, Edge      |
| IP address | Search in browser ‘What is my IP address?’      |
| Bandwidth test results | Search in browser ‘Run a speed test’      |

NAPCO/STSO to complete

| Other |
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| Was anything other than NAPLAN affected at the time of the technical issue?e.g. Could you access the internet?      |
| Other web-based applications running within the school at the same time:      |
| Recent updates or upgrades to local IT infrastructure (including firewall and/or virus protection):      |

| Next steps |  |
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| Status of test session | [ ]  Paused [ ]  Postponed [ ]  Rescheduled [ ]  FinalisedNote any further details of action to be taken: e.g. date of rescheduled test      |

The information you provide on this form is being collected and used in relation to the functions and powers prescribed under Part 2 of the *Education (Queensland Curriculum and Assessment Authority) Act 2014*. The information will be accessed by QCAA staff and handled in accordance with the *Information Privacy Act 2009*. Information held by the QCAA is subject to the *Right to Information Act 2009*.