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| NAPLAN  Notification of technical disruption |

The following information is required to document escalated technical test disruptions.   
Please email [naplan@qcaa.qld.edu.au](mailto: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 domain  Year level | W  R  CoL  N  Omnibus  3  5  7  9 |
| Number of students affected |  |
| Description of issue  Test 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)* | | | | |
| --- | --- | --- | --- | --- |
| 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  ChromeOS  Version 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 |  |
| --- | --- |
| Status of test session | Paused  Postponed  Rescheduled  Finalised  Note 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*.