



Government of **Western Australia**
School Curriculum and Standards Authority

Online Literacy and Numeracy Assessment (OLNA)

Supervisor's Handbook 2020

OLNA Helpdesk: 9273 6726 or olna@scsa.wa.edu.au

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Notes

Introduction

The OLNA has three components – reading, writing and numeracy. The tests for the reading and numeracy components each comprise 45 multiple-choice questions. Students have 50 minutes to complete each test. The test for the writing component is an extended response of up to 600 words. Students are allowed 60 minutes to complete this test.

Each student responds to one of several equivalent versions of each assessment which are randomly assigned.

The OLNA is administered in March and September each year. Throughout Years 10, 11 and 12, students will have up to six opportunities (two per year) to demonstrate the standard for each component.

2020 OLNA testing windows

Round one

Writing: 3–5 March

Reading and numeracy: 3–27 March

Round two

Writing: 31 August–2 September

Reading and numeracy: 31 August–25 September

Roles

There are three roles associated with administering the OLNA within a school:

- Principal – administering the OLNA on a whole-school level
- Coordinator – managing the day-to-day administration of the OLNA
- Supervisor – administering the tests.

In this edition of the *OLNA Supervisor's Handbook*, new content for 2020 is marked with double lines.



OLNA Helpdesk

The OLNA Helpdesk supports schools by providing:

- clarification about
 - the *OLNA Handbook 2020*
 - the *OLNA Test-Delivery Website User Guide 2020*
 - the *OLNA Dashboard User Guide 2020*
 - the School Curriculum and Standards Authority (the Authority) website
- assistance during delivery of the OLNA.

The *Supervisors' Handbook 2020* brings together information specific for supervisors from the *OLNA Handbook 2020* and the *OLNA Test-Delivery Website User Guide 2020*.

For more information and clarification contact the OLNA Helpdesk on +61 (08) 9273 6726 8.00 am to 4.00 pm (AWST) weekdays or at olna@scsa.wa.edu.au.

If a technical problem occurs when administering the OLNA, email the OLNA Helpdesk with 'SchoolCode techsupport' in the subject title, and include the following details in your email:

- date and time the problem occurred
- a detailed description of the problem; if applicable, include any system error message(s)
- the spread of the issue, i.e. is the problem affecting one student, or all students?
- school and student details, i.e. school name and code, student(s) name(s) and number(s)
- a screenshot of your device results from <https://assess.scsa.wa.edu.au/requirements>
- the results link/screenshots of the device's details as generated using <https://aboutmybrowser.com>.

OLNA Educator code of conduct

The integrity of the OLNAs relies on a shared commitment to delivering fair and equitable high-quality tests. School principals, coordinators, supervisors and teachers must ensure that the OLNAs are administered in accordance with the principles and values of the *OLNA Educator code of conduct*.

1. The OLNAs must be accessible to all students so that they can demonstrate their actual skills and knowledge.

- 1.1. Appropriate adjustments are to be made for students with diagnosed disability. The Authority has the right to audit school records and documentation of decisions for reasonable adjustments actioned.
- 1.2. Appropriate arrangements are to be made for English as an Additional Language or Dialect (EAL/D) students who have received approval for 10 minutes extra time to complete each OLNAs test.

2. The integrity of the OLNAs must be maintained at all times.

- 2.1. The copying of any test materials or student responses is not permitted.
- 2.2. Providing details of the questions or prompts is not permitted.
- 2.3. Cheating is not permitted.
- 2.4. The test conditions must neither advantage nor disadvantage any student.
- 2.5. The test must be administered and supervised in accordance with specifications contained in the *OLNA Handbook 2020*, the *OLNA Test-Delivery Website User Guide 2020*, the *OLNA Supervisor's Handbook 2020* and the *OLNA Dashboard User Guide 2020* and the *OLNA Updates* as emailed to schools.
- 2.6. All students are actively supervised during the test sessions.
- 2.7. Providing unauthorised assistance to students during test sessions is not permitted.
- 2.8. Allowing students to access unauthorised materials and aids during test sessions is not permitted. Such unauthorised materials include mobile phones, pen-readers, Bluetooth/wireless/web-enabled devices, photographic, scanning or audio devices, headphones, calculators, dictionaries, thesauruses or notes. (The device a student uses to access the test is considered to be an authorised device.)
- 2.9. Administrators and supervisors must ensure their actions before, during and after the test sessions do not affect students' results.

3. Principals and all relevant school staff must read, understand and abide by the instructions in this handbook. If unsure of any points, the principal or staff must seek clarification from the Authority.

- 3.1. Failure to read or become aware of the protocols contained within this handbook is not a valid reason for breaching protocols.
- 3.2. Dishonest and inappropriate practices must be discouraged.
- 3.3. Allegations of breaches of the *OLNA Educator code of conduct* must be reported promptly for investigation by the Authority.
- 3.4. It is the responsibility of the principal to make parents and carers aware of the main aspects of the OLNAs program.

OLNA Student agreement

Students accept the following agreement before logging in to an OLNA test.

1. I agree to not leave the test-delivery website during the test session.
2. I acknowledge that attempts to access other sites, use other applications or access calculators will be recorded.
3. I will not transcribe, record, copy or transmit any test materials or any responses.
4. I do not have any unauthorised materials in my possession, including mobile phones, pen-readers, Bluetooth/wireless/web-enabled devices, photographic or audio devices, headphones, calculators, dictionaries, thesauruses or notes.
5. I will not use anonymiser technology, such as VPN or Tor, to access the OLNA tests.
6. I will not disrupt other students during the test session. If I finish the test early, I will not visit other websites.
7. I understand that this is an assessment of my skills and any actions that I take to gain an unfair advantage will be considered a breach of this *OLNA Student agreement*.
8. I have not undertaken any action that will allow me to gain an unfair advantage.
9. I understand that my actions must not affect the performance of other students.
10. I understand that I must follow any lawful instructions provided to me by the supervisors or other school staff.
11. I understand that penalties apply to a breach of this *OLNA Student agreement*, such as the cancellation of results for this test.

Breaches to the *OLNA Student agreement* or *OLNA Educator code of conduct*

It is essential that breaches of the *OLNA Student agreement* or *OLNA Educator code of conduct* are identified promptly and addressed transparently.

Lodgement

Allegations of breaches of the *OLNA Student agreement* or *OLNA Educator code of conduct* must be lodged by emailing the OLNA Helpdesk (see page 2).

Deadlines for lodgement with the Authority

Deadlines for lodgement vary according to the type of breach. As the OLNA is implemented twice in a calendar year, lodgement and resolution of student breaches must be prompt so as to not affect students' future opportunities.

Lodgement of student breach

- Lodgement of alleged breach: no later than two weeks after the testing window has closed.
- Appeal of committee decision: eight calendar days from notification of decision and before the next OLNA round.

Lodgement of educator breach

- Lodgement of alleged breach: within two years of occurrence.

Types of breaches

Breaches are categorised as student breaches or educator breaches, characteristics of which are outlined as follows.

Student breach

Student actions constitute a breach when they:

- leave the test-delivery website during a test session
- transcribe, record, copy or transmit any test materials or responses
- use unauthorised materials during a test session
- use anonymiser technology, such as VPN or Tor
- talk to and/or disrupt other students during a test session
- act in a way intended to cause them to gain an unfair advantage
- act in a way intended to unfairly affect the results of another student
- do not follow instructions during a test session.

Educator breach

Educator actions constitute a breach when they:

- act with intent to obtain an unfair advantage (whether on behalf of a student, or a cohort of students, or a school)
- affect security of the OLNA in a manner that has the potential to compromise the integrity of its results (this includes copying and/or publishing questions)
- do not ensure compliance with agreed protocols (e.g. using ineffective or dishonest practices).

For supervisors

Checklist for OLNA supervisors

Activity to be completed by date specified for each round	Round 1	Check	Round 2	Check
<ul style="list-style-type: none"> Receive the: <ul style="list-style-type: none"> <i>OLNA Handbook 2020</i>; or <i>OLNA Supervisor's Handbook 2020</i> and the <i>OLNA Test-Delivery Website User Guide 2020</i> and the <i>OLNA Dashboard User Guide 2020</i>. 	12 February 2020		10 August 2020	
<ul style="list-style-type: none"> Become familiar with supervisor responsibilities and the requirements of the OLNA by reading either the relevant parts of the <i>OLNA Handbook 2020</i> or the entire <i>OLNA Supervisor's Handbook 2020</i>, the <i>OLNA Test-Delivery Website User Guide 2020</i> and the <i>OLNA Dashboard User Guide 2020</i>. 	18 February 2020		14 August 2020	
<ul style="list-style-type: none"> Receive from the principal or coordinator, the school's OLNA schedule for the test sessions you are supervising. Check with the coordinator to determine whether students under your supervision require access to adjustments. 	19 February 2020		17 August 2020	
<ul style="list-style-type: none"> Ensure the rooms being used for the test have been appropriately set up and the required materials are ready. 	27 February 2020		25 August 2020	
<ul style="list-style-type: none"> Receive from the coordinator, the <i>OLNA Student login details</i> and <i>OLNA Student list</i> for students sitting a test the next day. Administer the test. After each test session, forward the completed <i>OLNA Student list</i> to the principal or coordinator (or enter into the OLNA Dashboard), as directed. This should include the attendance list and: <ul style="list-style-type: none"> an incident log of any issues experienced by each student during the test session potential breaches of the <i>OLNA Student agreement</i>. 	Daily during the assessment period, 3–27 March 2020		Daily during the assessment period, 31 August–25 September 2020	

Preparation

In the weeks before the testing window, consult with the coordinator to confirm:

- where and when the test sessions will be held
- the duration and organisation of breaks between test sessions
- organisational procedures required during the testing window
- procedures for handling emergencies and problem situations
- procedures to be followed when a relief teacher is administers the test
- arrangements for students granted adjustments
- the conditions for iPad or Android tablet use (if approved by coordinator)
- receipt of the *OLNA Handbook 2020* and/or the *OLNA Supervisor's Handbook 2020*, the *OLNA Test-Delivery Website User Guide 2020* and the *OLNA Dashboard User Guide 2020*.

General information about the assessment

There are three components:

- reading (45 multiple-choice questions to be completed in 50 minutes)
- writing (an extended response of up to 600 words to be completed in 60 minutes)
- numeracy (45 multiple-choice questions to be completed in 50 minutes).

Authorised and unauthorised materials

Students may have a pen, pencil and eraser with them during each test session.

The following unauthorised materials are not permitted: mobile phones, pen-readers, Bluetooth/wireless/web-enabled devices, photographic, scanning or audio devices, headphones, calculators, dictionaries, thesauruses or notes. (The device a student uses to access the test is considered to be an authorised device.)

Subject to the approval of the coordinator, students may be permitted to use a personal iPad or Android tablet to complete the test. However, keyboard settings, such as predictive text, grammar and spell checking functionality, must be turned off (see page 7 of the *OLNA Test-Delivery Website User Guide 2020* for the complete list).

The supervisor must provide students with a blank piece of working/planning paper. The *OLNA Student login sheet* will suffice for this purpose.

Attendance and documentation of issues experienced

For each test session, the coordinator will provide supervisors with students' login details sheets (LAN002). These are to be distributed to the students as they enter the test room. Supervisors must ensure that students receive only the relevant login details sheet for the component which they are scheduled to sit during that test session.

The coordinator will provide supervisors with a list of names of students (LAN001) in the test session, so that student attendance can be recorded and any issues experienced during the test can be documented.

Preparing the test room

Supervisors must ensure that the best possible test conditions are created for students by undertaking the following preparations:

- arrange for devices to be positioned in a way that minimises opportunities for students to see other students' screens
- remove or cover any charts, teaching materials and spelling lists that may help students to answer questions
- ensure that unauthorised materials are not available to students during the test session.

Rules for assisting students

Professional and ethical behaviour must be demonstrated at all times. Any assistance given to students which results in them gaining an advantage in their test is in breach of the *OLNA Educator code of conduct*. Below are rules for how to assist students in fair and ethical ways.

Across all components of the OLNA, supervisors **may**:

- ✓ read instructions
- ✓ advise students to leave a question if they are unsure of the answer
- ✓ advise students to return to unanswered questions if they have time at the end
- ✓ encourage students who finish early to review their work
- ✓ assist students with test-delivery website navigation.

Across all components of the OLNA, supervisors must **not**:

- × give examples or hints
- × explain, paraphrase or interpret questions or texts
- × explain the meaning of symbols in questions or texts
- × indicate to students whether their answers are correct or incorrect
- × remind students about work completed in class.

During the reading test, supervisors must **not**:

- × read stimulus materials or test questions to a student.

During the numeracy test, supervisors **may**:

- ✓ read the words, without translating or interpreting them, within test questions

but must **not**:

- × read any numbers or symbols
- × explain the meaning of any symbols, numbers or mathematical terms
- × interpret any graphs or diagrams.

During the writing test, supervisors **may**:

- ✓ read the writing prompt

but must **not**:

- × allow any discussion of the writing task
- × provide any structure or content, orally or in writing
- × prompt students
- × write anything on the board (except the test-delivery website address)
- × plan for the students
- × type for a student (except where adjustments for disability have been granted and the supervisor is the appointed scribe).

On test days

Before the test session

Ensure that you have each of the following:

- the personalised student login details sheet for each student
- the *OLNA Student list* to check attendance and record details of any issues experienced by students during the test
- blank working/planning paper for all students (the personalised student login details sheet will suffice).

At the start of a test session (as the students enter the test room)

Ensure that you hand each student:

- their student login details sheet and direct them to their device
- a blank piece of working/planning paper (the personalised student login details sheet will suffice).

During the test session

Supervisors must read from the appropriate test administration script to ensure consistent instructions are provided to all students.

This script includes instructions for:

- students to read the student login details sheet carefully and hand in unauthorised materials
- supervisors to write the test-delivery website address – <https://assess.scsa.wa.edu.au> – on the whiteboard, and instruct the students to enter it into a browser
- students to read and agree to the *OLNA Student agreement*, once the home page has loaded
- students to enter their username and password provided on their student login details sheet.

Students should read the instructions page on the screen. When directed, students can click on the **Start** button to begin the test.

Students are given a maximum of 50 minutes to complete the tests for the reading and numeracy components and 60 minutes to complete the task for the writing component (unless extra time has been approved). Students who finish a test early will need to click on the **Submit** button to conclude the test. If students do not complete a test within the allotted time, the test will close and submit automatically. Supervisors will advise students that they have run out of time and cannot continue.

Students who disrupt other students during the test session must be removed from the room immediately and placed under alternative supervision arrangements. The coordinator and supervisor must discuss alternative supervision arrangements in advance. On the *OLNA Student list*, supervisors must record student attendance and details of any issues experienced by individual students during the test.

During the test session, supervisors must **monitor student activity carefully** and ensure that students do not leave the test-delivery website or access other websites or unauthorised materials. A supervisor who observes an action or behaviour that contravenes the *OLNA Student agreement* must document observations and advise the coordinator. The coordinator will then inform the Authority of the observed student activity that contravenes the *OLNA Student agreement*.

At the end of the test session

When all students have submitted their responses for the test, supervisors must ask students to close their browser. Supervisors must then collect working/planning paper for secure disposal. Once all papers are collected, the test session is considered to be concluded and students may be dismissed or managed as appropriate. However, students granted adjustments or those who have experienced technical issues may continue their test session.

Supervisors should then return the *OLNA Student list* (complete with attendance check and record of any issues experienced by individual students) to the coordinator.

Supervisors must not:

- × allow any students or unauthorised persons to remove any paper on which students have been working from the test room
- × transcribe braille test books
- × copy, transcribe, transmit or record images of test questions or student responses, or ask students to record their answers on a piece of paper or other device.*

*An exception may be made when a supervisor or coordinator is under the direction of the OLNA Helpdesk and there is a problem with submission of student responses.

Solutions to potential issues

The *OLNA Test-Delivery Website User Guide 2020* and the *OLNA Supervisor's Handbook 2020* contain a list of frequently asked questions and solutions to potential issues.

Supervisors must be familiar with the *OLNA Test-Delivery Website User Guide 2020* and the relevant sections of this handbook (or the *OLNA Handbook 2020*) before the test sessions and attempt to resolve any technical issues with the school IT support person. If a student does not have internet access, check:

- with the school IT support person that the student has not had access blocked
- the student has sufficient 'printer credit' or similar to access the internet.

If there are any issues that cannot be resolved by the school IT support person, the supervisor and/or the school IT support person must contact the OLNA Helpdesk by email or telephone. Email olna@scsa.wa.edu.au with the subject title 'SchoolCode_techsupport'. Issues requiring urgent or immediate resolution must be logged with the OLNA Helpdesk by telephone (9273 6726).

Please ensure the following information is prepared before contacting the OLNA Helpdesk:

- exact wording of any error message
- detailed description of the problem (including how widespread the issue is)
- date and time problem occurred
- school code and student details (names and student numbers)
- best contact number and email address
- screenshot of the device results from <https://assess.scsa.wa.edu.au/requirements>
- screenshot of the device's details as generated using <https://aboutmybrowser.com>.

Writing component

Supervisors must ensure they are familiar with the following information before administering the test. The test is to be conducted in one session.

The writing test is an assessment of a student's independent writing skills. The supervisor must not provide input or assistance.

Time allocated

- Introduction time: about five minutes, during which the supervisor reads aloud the preliminary instructions in the administration script.
- Duration of test: 60 minutes.

Preparation for the writing test

Supervisors distribute:

- student login details to each student for the writing test only
- a sheet of blank planning paper to each student (the sheet with their student login details will suffice).

Materials required

Students	Supervisors
<p>Must bring with them:</p> <ul style="list-style-type: none">• pen or pencil• eraser <p>Must be provided with:</p> <ul style="list-style-type: none">• student login details• blank paper for planning.	<p>Must have:</p> <ul style="list-style-type: none">• this handbook or the <i>OLNA Handbook 2020</i>• student login details• a copy of the <i>OLNA Student list</i>• blank paper• spare pens or pencils. <p>May have:</p> <ul style="list-style-type: none">• <i>the OLNA Test-Delivery Website User Guide 2020.</i>

Writing test administration script

Supervisors read aloud

Today you will attempt the writing test for the Online Literacy and Numeracy Assessment.

You should have a pencil or pen, your student login details and a piece of blank paper.

Mobile phones, pen-readers, Bluetooth/wireless/web-enabled devices, photographic or audio devices, headphones, calculators, dictionaries, thesauruses or notes are not permitted. If you have brought any of these materials into the test room, please bring them to me now.

Do not log in until I tell you to.

Are there any questions?

Supervisors must now allow time for:

- students to check they have the appropriate materials
- students to hand in any materials that are not permitted
- answering students' questions.

Supervisors read aloud

You are now ready to log in.

Copy the URL: <https://assess.scsa.wa.edu.au> into the address bar of your browser. Press **Enter** on the keyboard.

Once the site has loaded, carefully copy the username and password from the sheet with your student login details into the login box, read and agree to the *OLNA Student agreement* and log in.

A pop-up window will appear asking you to confirm if this is you. If the details are correct then press **Yes this is me**. If the details are not correct, press **This is not me** and raise your hand; I will come to speak with you.

Read the on-screen instructions carefully. Do not click on the **Start** button yet.

Supervisors must now ensure that all students have successfully logged in.

Supervisors read aloud

From the time you click on the **Start** button, you will have 60 minutes to plan, write and edit your response to a prompt.

The system is designed to accept a maximum of 600 words, however you are not required to write 600 words. The word counter will let you know how many words you have written.

Use your blank sheet of paper for planning. The planning page will not be assessed but it will be collected. This is an assessment of how well you write in Standard Australian English. I can read the prompt to you in English, as well as the instructions. However, I cannot explain the prompt to you.

If you have a question, raise your hand and I will come to speak with you.

You must not access other websites during this test session. Your activities will be monitored. All written work is checked by software to ensure your work has not been copied from somewhere else.

Your writing score will be cancelled if you:

- write on anything other than the prompt topic presented to you
- access any website or software other than the test-delivery website during the test session
- are found to have copied or reproduced any part of another person's work.

Do not write your name anywhere in your response.

When you have finished writing, edit your work and then click on the **Finish** button. You will then be prompted to either **Submit** your written response or return to your writing to continue working. Once you have submitted your response, please wait quietly until this test session has finished. You are not able to return to your response.

If you see the message **There is no further time available for this test**, your response will be saved and submitted automatically.

If you experience any problems when clicking on either the **Next** button or the **Submit** button, or if you encounter any other error, you should raise your hand immediately and I will come to speak with you.

Do your best work.

You may now click on the **Start** button to commence the writing test.

Supervisors must:

- ensure that students are working independently
- assist students who have issues using the test-delivery website
- not assist students by typing their response
- actively supervise students
- record issues experienced by students using the test-delivery website
- record potential breaches to the *OLNA Student agreement*, including instances where students have left the test-delivery website
- use this handbook or the *OLNA Test-Delivery Website User Guide 2020* to solve technical issues or contact the OLNA Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au.

Supervisors may speak quietly to those students who are not working and, without assisting them, encourage them to refer to the prompt page.

If students finish early, supervisors should quietly suggest to them that they edit their writing before submitting their response. If a whole class finishes the test before the allocated time, teachers may conclude the test session at their discretion.

Students granted adjustments or those who have experienced technical issues may continue their test session as necessary after all other students have been dismissed.

After 60 minutes, supervisors read aloud

After you have submitted your response, or when you see the message **There is no further time available for this test**, you should close the browser.

Once your browser is closed, I will collect your planning papers and student login details. When I have done this for all students, or I have dismissed you, your test session is concluded.

After the test

Supervisors must collect students' planning papers and student login details and provide these to the coordinator. If not entered into the OLNA Dashboard, supervisors should provide the coordinator with the *OLNA Student list* with completed attendance check and notes of any issues experienced by students.

Reading component

Supervisors must ensure they are familiar with the following information before administering the test for this component. The test is to be conducted in one session.

The reading test is an assessment of a student's skills in reading Standard Australian English, comprehension and responding to a variety of text types. The supervisor must not provide input or assistance.

Time allocated

- Introduction time: about five minutes, during which the supervisor reads aloud the preliminary instructions in the administration script.
- Duration of test: 50 minutes.

Preparation for the reading test

Supervisors distribute student login details to each student for the reading component only.

Materials required

Students	Supervisors
<p>Must bring with them:</p> <ul style="list-style-type: none">• pen or pencil• eraser <p>Must be provided with:</p> <ul style="list-style-type: none">• student login details• blank paper for working.	<p>Must have:</p> <ul style="list-style-type: none">• this handbook or the <i>OLNA Handbook 2020</i>• student login details• a copy of the <i>OLNA Student list</i>• blank paper• spare pens or pencils. <p>May have:</p> <ul style="list-style-type: none">• the <i>OLNA Test-Delivery Website User Guide 2020</i>.

Reading test administration script

Supervisors read aloud

Today you will attempt the reading test for the Online Literacy and Numeracy Assessment.

You should have a pencil or pen, your student login details and a piece of blank paper.

Mobile phones, pen-readers, Bluetooth/wireless/web-enabled devices, photographic or audio devices, headphones, calculators, dictionaries, thesauruses or notes are not permitted. If you have any of these unauthorised materials in the test room, please bring them to me now.

Do not log in until I tell you to.

In this reading test, you will read short texts and then answer one or more multiple-choice questions about them.

Are there any questions?

Supervisors must now allow time for:

- students to check they have only authorised materials
- students to hand in any materials that are not permitted
- answering students' questions.

Supervisors read aloud

You are now ready to log in.

Copy the URL: <https://assess.scsa.wa.edu.au> into the address bar of your browser. Press **Enter** on the keyboard.

Once the site has loaded, carefully copy the username and password from the sheet with your student login details into the login box, read and agree to the *OLNA Student agreement* and log in.

A pop-up window will appear asking you to confirm if this is you. If the details are correct, press **Yes this is me**. If the details are not correct, press **This is not me** and raise your hand; I will come and speak with you.

Read the on-screen instructions carefully. Do not click on the **Start** button yet.

Supervisors must now ensure that all students have successfully logged in.

Supervisors read aloud

There are 45 questions in this test and you have 50 minutes to complete all the questions.

If you wish to change your answer, click on another bubble. You may go back and change answers if you wish.

If you have a question, raise your hand and I will come to speak with you.

You must do your own work. You are not allowed to talk to other students.

You must not access other websites during this test session. Your activities will be monitored.

If you do not follow these instructions, your reading score will be cancelled.

If you finish early, check that you have answered all the questions and then click on the **Finish** button. You will then be prompted to either **Submit** your responses or return to the questions to continue working. Once you have submitted your responses, please wait quietly until the test time is finished.

If you see the message **There is no further time available for this test**, your responses will be saved and submitted automatically.

If you experience any problems when clicking on either the **Next** button or the **Submit** button, or if you encounter any other error, you should raise your hand immediately and I will come to speak with you.

Do your best work.

You may now click on the **Start** button to commence the reading test.

Supervisors must:

- ensure that students are working independently
- assist students who have issues using the test-delivery website
- not assist students by entering their responses
- actively supervise students
- record issues experienced by students using the test-delivery website
- record potential breaches to the *OLNA Student agreement*, including instances where students have left the test-delivery website
- use this handbook or the *OLNA Test-Delivery Website User Guide 2020* to solve technical issues or contact the OLNA Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au.

Supervisors may read only the general instructions, **not** the stimulus material or the questions.

Supervisors should encourage students who finish early to check their answers before submitting their responses. If a whole class finishes the test before the allocated time, teachers may conclude the test session at their discretion.

Students granted adjustments or those who have experienced technical issues may continue their test as necessary after all other students have been dismissed.

After 50 minutes, supervisors read aloud

After you have submitted your responses, or when you see the message **There is no further time available for this test**, you should close the browser.

Once your browser is closed, I will collect your working papers and student login details. When I have done this for all students, or I have dismissed you, your test session is concluded.

After the test

Supervisors must collect students' working papers and student login details and provide these to the coordinator. If not entered into the OLNA Dashboard, supervisors should now provide the coordinator with the *OLNA Student list* with completed attendance check and notes of any issues experienced by students.

Numeracy component

Supervisors must ensure they are familiar with the following information before administering the test for this component. The test is to be conducted in one session.

The numeracy test is an assessment of a student's ability to use and apply a range of mathematical skills. The supervisor must not provide input or assistance.

Time allocated

- Introduction time: about five minutes, during which the supervisor reads aloud the preliminary instructions in the administration script.
- Duration of test: 50 minutes.

Preparation for the numeracy test

Supervisors must:

- distribute student login details to each student for the numeracy component only
- check that no calculators are available to students during this test.

Materials required

Students	Supervisors
<p>Must bring with them:</p> <ul style="list-style-type: none">• pen or pencil• eraser <p>Must be provided with:</p> <ul style="list-style-type: none">• student login details• blank paper for working.	<p>Must have:</p> <ul style="list-style-type: none">• this handbook or the <i>OLNA Handbook 2020</i>• student login details• a copy of the <i>OLNA Student list</i>• blank paper• spare pens or pencils. <p>May have:</p> <ul style="list-style-type: none">• the <i>OLNA Test-Delivery Website User Guide 2020</i>.

Numeracy test administration script

Supervisors read aloud

Today you will attempt the numeracy test for the Online Literacy and Numeracy Assessment.

You should have a pencil or pen, your student login details and a piece of blank paper.

Mobile phones, pen-readers, Bluetooth/wireless/web-enabled devices, photographic or audio devices, headphones, calculators, dictionaries, thesauruses or notes are not permitted. If you have brought any of these unauthorised materials into the test room, please bring them to me now.

Do not log in until I tell you to. Are there any questions?

Supervisors must now allow time for:

- students to check they have only authorised materials
- students to hand in any materials that are not permitted
- answering students' questions.

Make sure students do not have access to a calculator during this test. This includes calculators embedded in desktop computers, laptops and tablets.

Supervisors read aloud

You are now ready to log in.

Copy the URL: <https://assess.scsa.wa.edu.au> into the address bar of your browser. Press **Enter** on the keyboard.

Once the site has loaded, carefully copy the username and password from the sheet with your student login details into the login box, read and agree to the *OLNA Student agreement* and login.

A pop-up window will appear asking you to confirm if this is you. If the details are correct, press **Yes this is me**. If the details are not correct, press **This is not me** and raise your hand; I will come to speak with you.

Read the on-screen instructions carefully. Do not click on the **Start** button yet.

Supervisors must now ensure that all students have successfully logged in.

Supervisors read aloud

There are 45 questions in this test and you have 50 minutes to complete all the questions.

If you wish to change your answer, click on another bubble. You may go back and change answers if you wish.

In this test, I can read the questions to you in English but I cannot read any numbers or symbols.

If you have a question, raise your hand and I will come to speak with you.

You must do your own work. You are not allowed to talk to other students.

You must not access other websites during this test session. Your activities will be monitored.

If you do not follow these instructions, your numeracy score will be cancelled.

If you finish early, check that you have answered all the questions and then click on the **Finish** button. You will then be prompted to either **Submit** your responses or return to the questions to continue working. Once you have submitted your responses, please wait quietly until the test time is finished.

If you see the message **There is no further time available for this test**, your responses will be saved and submitted automatically.

If you experience any problems when clicking on either the **Next** button or the **Submit** button, or if you encounter any other error, you should raise your hand immediately and I will come to speak with you.

Do your best work.

You may now click on the **Start** button to commence the numeracy test.

Supervisors must:

- ensure that students are working independently and not using calculators
- assist students who have issues using the test-delivery website
- not assist students by entering their responses
- actively supervise students
- record issues experienced by students using the test-delivery website
- record potential breaches to the *OLNA Student agreement*, including instances where students have left the test-delivery website
- use this handbook or the *OLNA Test-Delivery Website User Guide 2020* to solve technical issues or contact the OLNA Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au.

Supervisors should encourage students who finish early to check their answers before submitting their responses. If a whole class finishes the test before the allocated time, teachers may conclude the test session at their discretion.

Students granted adjustments or those who have experienced technical issues may continue their test as necessary after all other students have been dismissed.

After 50 minutes, supervisors read aloud

After you have submitted your responses, or when you see the message **There is no further time available for this test**, you should close the browser.

Once your browser is closed, I will collect your working papers and student login details. When I have done this for all students, or I have dismissed you, your test session is concluded.

After the test

Supervisors must collect students' working papers and student login details and provide these to the coordinator. If not entered into the OLNA Dashboard, supervisors should now provide the coordinator with the *OLNA Student list* with completed attendance check and notes of any issues experienced by students.

Adjustments

Subject to satisfying the requirements outlined below, the Authority allows adjustments for students with disability and EAL/D students.

Students with disability

The Authority recognises that access to the OLNA tests for students diagnosed with a severe disability, impairment or medical condition could be significantly affected and may require adjustment to the standard conditions to enable access to a test. Current evidence of the diagnosis and the severity of disability is required for approval of the adjustment.

Adjustments are made to enable access to the OLNA tests on an equivalent basis to students without disability, impairment or medical condition.

Principals are authorised to determine and implement adjustments fairly. The purpose of this section is to provide background information to supervisors about implementing adjustments appropriately and equitably. There are many students with some form of disability or medical condition who will not need any adjustment to access an OLNA test.

Types of adjustments for disability

To assist schools and parents the Authority has developed the [Guidelines for disability adjustments for timed assessments](https://senior-secondary.scsa.wa.edu.au/assessment/disability-adjustment-guidelines) (<https://senior-secondary.scsa.wa.edu.au/assessment/disability-adjustment-guidelines>). The following are types of adjustments typically requested for approval by the principal. Schools must enter into the OLNA Dashboard any of the following approved adjustments by the date specified in the *Checklist for principals* section on page 27 of the *OLNA Handbook 2020*:

1. rest breaks through the provision of a pause button
2. extra time to work
3. extra time at student's discretion
4. special formats
 - a. alternate images (high quality/vector images) – online
 - b. braille – paper
 - c. coloured backgrounds – online
5. oral/sign support
6. support person
 - a. general
 - b. scribe
7. modification to environment, e.g. separate supervision, special furniture, lighting
8. access to medication, e.g. diabetic support.

1. Rest breaks through the provision of a pause function

Approval for rest breaks must be sought and received from the Authority.

Rest breaks are appropriate when a student is physically or psychologically incapable of completing a test in the continuous period specified for that component. Breaks are usually for up to five minutes per 30 minutes of test time.

The effectiveness of rest breaks will generally be evident from the student's use of that adjustment in classwork and internal assessment tasks of a similar length to the OLNA test. It should be clear to teachers that the student is more focused, alert or productive after taking a rest break.

Students approved for this adjustment may take a rest break at times of their own choosing. The test will be adjusted for these students to include a pause function. The pause function will enable students to pause and resume the test to allow for rest breaks at required intervals. As this adjustment does not affect the overall working time for the test, students are not permitted to work on test questions during rest breaks.

2. Extra time to work

Approval for extra time to work must be sought and received from the Authority.

Extra time to work is appropriate for a student:

- who has a current diagnosis from a specialised medical professional which effectively states the student's disability diminishes test accessibility, and that the provision of this specific adjustment would restore test accessibility for that student
- with physical disability that significantly inhibits their use of a keyboard or touchscreen
- with vision impairment for whom standard screen adjustments will not provide reasonable access
- who is working with a scribe or support person.

The Authority will adjust the maximum amount of time allowed for approved students to complete the test to include the extra time. Generally, it is recommended that schools grant no more than five minutes of extra time per 30 minutes of test time. However, in some cases, up to an additional 15 minutes per 30 minutes of test time may be provided.

3. Extra time at student's discretion

Approval for extra time at a student's discretion must be sought and received from the Authority.

Extra time to use at a student's discretion is appropriate for a student with a complex medical condition that requires constant management, or multiple conditions that inhibit their ability to complete a task at the expected rate. This is used instead of both extra time to work as well as rest breaks.

4. Special formats

Approval for special formats must be sought and received from the Authority.

Braille assessment – paper

Students with vision impairment who are unable to adjust the online format sufficiently to access the test can be provided with a test in braille format. Principals must advise the Authority of this need **at least** four months before the scheduled OLNA round.

Coloured backgrounds and alternate images (high quality/vector images/high contrast) – online

Students with vision impairment who are unable to adjust to the online environment with suitable modifications may be supported by the use of different coloured backgrounds or larger images. There is a range of colour themes available. Vector images may be required to ensure that images retain their quality when increased significantly in size. These images are also designed to be high contrast.

5. Oral/sign support

The principal may approve oral/sign support. Supervisor instructions may need to be given in writing.

6. Support person

The principal may approve a support person or a scribe.

General

A support person can be used for the OLNA reading and numeracy tests. A support person is not allowed for the writing test because a scribe is the appropriate equivalent adjustment.

A support person may be a teacher or person officially engaged by the school to assist students with disability to access the OLNA by navigating the online environment and/or selecting responses to multiple-choice questions in the reading and/or numeracy tests as indicated by the student.

A support person can read aloud only those elements of the test that can be read to all students.

Parents or family members are not permitted to be used as a support person, unless regularly employed by the school in the capacity of a support person.

Scribe

A scribe can be used for the OLNA writing test to assist a student with physical disability who is unable to type.

The assistance of a scribe is to enable the student to access the writing test, rather than to enhance student performance.

The person appointed as a scribe must:

- have experience as a scribe
- be an adult
- not be related to the student
- comply with the *OLNA Educator code of conduct* (page 3) and the procedure for providing scribe assistance (below).

Ideally, the scribe should be familiar with the student and be regularly engaged by the school to provide scribe assistance.

Scribing requirements

The scribe must type at the top of the writing pane the following words: **This response is scribed.** Before starting the writing test, the scribe must advise the student:

- that all words will be typed without punctuation, unless indicated by him/her
- that a spelling test will be conducted (explain that 10 words will be selected from the scribed text for the student to spell)
- to allow time to edit and proofread his/her work.

Scribing procedure

- Type, as dictated by the student, all words in lower case without any punctuation unless specified by the student.
- Conduct a spelling test, ensuring that the screen is away from sight of the student. This needs to occur only for the duration of the spelling test. Select five words with common letter patterns and five words with difficult letter patterns that have been used in the text. (See pages 25–26 of the *OLNA Writing Guide* for examples of common and difficult letter patterns.) Ask the student to spell each word. The student may write on paper or orally spell each word. Type the student's spelling of each word as a list in a space below the dictated writing response under the title: 'Spelling Test'.
- After the spelling test is completed, allow the student to view the screen and specify edits to the typed text.
- During the editing time, the student can instruct the scribe to make any changes to the text. Edits may include changes to spelling, punctuation, grammar, paragraph structure or additions to the text. No changes should be made to the spelling test at this stage.

7. Modification to the physical environment

The principal can approve arrangements for separate supervision, special furniture, lighting or other conditions in the physical environment.

8. Access to medication

The principal can approve access to medication or diabetic support.

English as an Additional Language or Dialect (EAL/D) students

Extra time to complete the OLNA for Year 12 ATAR EAL/D students

Students who are registered as **eligible** to be enrolled in Year 12 ATAR EAL/D will automatically be granted an extra 10 minutes to complete the OLNA reading, writing and numeracy tests.

Students must complete and submit the online eligibility application for Year 12 ATAR EAL/D by the deadline published in the *Activities Schedule* in order to be approved in time for the relevant OLNA testing window.

For instructions about how to check the eligibility status of a student once an application has been submitted, refer to the EAL/D course page on the Authority website (<https://senior-secondary.scsa.wa.edu.au/syllabus-and-support-materials/english/english-as-an-additional-language-or-dialect>).

Extra time to complete the OLNA for Year 12 General and Foundation EAL/D students

A student who has EAL/D eligibility approval from the teacher and school principal for enrolment in General or Foundation EAL/D can be allocated an extra 10 minutes to complete the OLNA reading, writing and numeracy tests.

For a student to be approved for enrolment in General and Foundation EAL/D, the school must complete and retain the required documentation (*Form for eligibility for enrolment in Year 12 General and Foundation English as an Additional Language or Dialect (EAL/D) and for extra time to complete the OLNA*) along with supporting evidence.

Once the required documentation is completed, the principal (or their representative) needs to notify the Authority of the allocation of an extra 10 minutes to complete each component of the OLNA through the OLNA dashboard.

The time adjustment will be applied to all OLNA tests completed by the student in that calendar year, therefore, this process needs to be repeated every calendar year that the student is sitting the OLNA. Schools must advise the Authority of any student needing the time adjustment by the deadline published in the *Activities Schedule*.

For further information about EAL/D eligibility, please go to the EAL/D page on the Authority website (<https://senior-secondary.scsa.wa.edu.au/syllabus-and-support-materials/english/english-as-an-additional-language-or-dialect>).

Appendix 1: Solutions to issues and frequently asked questions

Advice on bandwidth and connectivity issues

School internet connection issues have been known to impact the loading of test images, rendering of response options and submission of test responses in previous OLNA rounds. In most cases, there have been too many students using the internet while the testing occurred.

Minimise other internet use

- Ensuring that bandwidth is not utilised by other classes or students' private wireless devices during testing will assist in minimising potential connectivity issues during the OLNA test sessions.

Perform a load test to maximise the number of students able to sit

- Schools that plan to use wireless networks should perform load testing with the practice test to gauge the capacity of their network and determine the maximum number of students who can be assigned to each test session. Schools should consider smaller test sessions if wireless networks are known to have capacity issues.

Allow a maximum of 20 devices per wireless access point (WAP)

- The Department of Education recommends public schools limit the maximum number of devices connected to a single Wireless Access Point (WAP) for mission critical periods (such as the OLNA) to 20 devices per session. Schools with high density WAP may be able to connect more devices.
- Non-government schools planning to use wireless internet during the OLNA must determine the maximum number of devices that can be logged into a WAP simultaneously before signal degradation occurs. This can be done using the practice or example test.

Staggering student logins

- Connectivity issues can also be mitigated by staggering student logins at the start of the test session (e.g. 10 students log in first, another 10 students log in after the first group of students have successfully logged in etc.). This practice does not reduce the time available for test completion as the timer counts down when students click on the **Start** button.

Schools that do not manage their available bandwidth may encounter problems with tests not loading correctly, or errors with response submissions. The OLNA Helpdesk may not always be able to resolve these issues and in such cases the student must sit the test again, or submit the test 'as is' with incomplete responses.

Login box not displaying

- This could be a compatibility issue. Help in addressing this issue is available in FAQ 5 in the practice test/requirements table on page 35.

Cannot access the test

Students will be using the URL: <https://assess.scsa.wa.edu.au>.

If you cannot access the test or login page:

1. Double-check the URL is correct.
2. Verify internet connectivity by browsing to Google and performing a search to ensure you are not seeing a cached/offline version of the page:
 - if the internet is not working, follow up with the school's IT coordinator
 - if the internet is working retry the test URL again.
3. If this URL still does not work, wait 30 seconds and try again.
4. Contact the OLNA Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au.

Computer crashes/freezes

If the computer crashes/freezes and then you force the computer to shut down (**Ctrl + Alt + Del**):

1. Log in to the computer again.
2. Start the test as per the standard process with the same student to resume.

Unexpected behaviour with test questions

If any test question seems to be working incorrectly, such as not displaying an image properly, or the item freezes, perform the following steps (for the writing test, the OLNA Helpdesk must be contacted):

1. Refresh the page (Windows – **F5**, Mac – **Command + R**) or by exiting full-screen mode if you are in it and using the refresh button on the browser – this should fix most problems. If the item does not refresh (reload the content displayed on the screen), click on the address bar and press **Enter** to cause the page to be reloaded.
2. If the problem has not been fixed, try closing the browser completely and reopening it.
3. If the problem persists, try clearing the browser cache. The steps to do so will vary based on the browser and device.
4. If the problem still persists, try restarting the device or trying another device.

Test session displays a script warning

If a **Warning: Unresponsive script** message appears on screen, you should take the following steps:

1. Click the **Don't ask me again** checkbox
2. Click the **Stop script** button.

The test will resume.

Item freezing/keyboard not working on iPad (or other tablets)

When using the on-screen keyboard on some versions of the iPad, a scenario may arise where it looks like the student cannot type into an input field and that the item is not responding. The problem is that the input field has lost focus even though the cursor/caret still appears to be there.

1. Try tapping/pressing the input field to refocus.
2. Hide/close the on-screen keyboard and then reopen it.

Retry button appears: reading and numeracy only

The web page will attempt to save the test every minute and after the **Next** button is clicked. If the page is unable to connect to the server, the **Retry** pop-up will be displayed.

1. Wait 10 seconds and retry.
2. If the issue is not resolved after one minute, close the browser and restart the test or use another device. As the student's responses are saved every minute, the student will resume at the point up to one minute before the error or the previous question.

Retry button appears: writing only

The web page will attempt to save the test every minute. If, at the end of the test period, the test cannot be saved:

1. Wait 10 seconds and retry.
2. If the issue is not resolved after one minute, contact the OLNA Helpdesk on 9273 6726.
3. The OLNA Helpdesk officer will be able to confirm whether the student's response has been saved.
4. If the student's response was not saved, under the direction of the OLNA Helpdesk officer, schools may be asked to take a screenshot of the student's work to email to olna@scsa.wa.edu.au.
5. Schools may then wish to close the browser and restart the test or use another device. As the student's responses are saved every minute, the student should be able to resume at the point up to one minute before the error.

Frequently asked questions

The following are some FAQs and actions that may help resolve issues relating to the OLNA. Please check the list and take necessary action(s) and then, if needed, contact the OLNA Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au for assistance.

Enrolment planning for test

No	FAQ	Action
1	How do I make a change to a student's registration?	Contact the OLNA Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au .
2	How do I get the passwords for the students sitting a test?	Principals or OLNA coordinators will forward student passwords to OLNA supervisors on the day of the test session. For details, see the <i>OLNA Handbook 2020</i> .
3	How do I register my students for sickness/misadventure?	If a student becomes ill, experiences difficulties or other issues which prevent him/her from completing the test, please contact the OLNA Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au using the subject title 'SchoolCode_ Reschedule' to reset the test for another test session.
4	Can a student sit the tests at home?	No.
5	A student was absent on the day of the scheduled test session, but still wants to sit. How can this be arranged?	A student can be rescheduled to sit a test on any day within the OLNA testing window. Note: a student can sit the writing test only in the days of the testing window allocated to writing.
6	What is the address of the OLNA Dashboard?	The OLNA Dashboard URL is https://assess.scsa.wa.edu.au/admin . The OLNA Dashboard enables schools to request adjustments and record participation status (such as abandonment) and test incidents. Test incidents requiring immediate assistance should be directed to the OLNA Helpdesk on 9273 6727 or at olna@scsa.wa.edu.au .

Practice test/requirements

No	FAQ/Issue	Action
1	What is the OLN A test-delivery website address for systems and browser compatibility requirements check?	The system requirements can be checked at https://assess.scsa.wa.edu.au/requirements .
2	What is the test-delivery website address to find information about my system and browser?	Copy https://aboutmybrowser.com into your browser.
3	A practice/example test (for an OLN A component) does not load after clicking on the Start button. All minimum system requirements are met.	<ul style="list-style-type: none"> i. Click refresh. ii. Check if JavaScript is enabled. iii. Is the problem unique to this device or are others affected? iv. Try another device or a different browser on the same device. v. Check with the school's IT support person to ensure the device(s) meets the minimum system requirements as outlined in Section 1 of the <i>OLN A Test-Delivery Website User Guide 2020</i>. vi. If using IE, go to the Tools menu; select Compatibility view settings and uncheck Display intranet sites in Compatibility View. vii. Should the problem(s) continue, contact the OLN A Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au.
4	Do I have to run the practice test on every device to be used for the tests?	<ul style="list-style-type: none"> i. No, if all devices to be used have been imaged identically. ii. Any device with a unique image should be tested using the practice test.
5	A practice/example test does not load unless I refresh the web page several times (or the time to load the web page exceeds a reasonable amount of time).	<ul style="list-style-type: none"> i. Check if JavaScript is enabled. ii. Is the problem unique to this device or are others affected? iii. Try another device or a different browser on the same device. iv. Check with school's IT support person, to ensure the device(s) meets the minimum system requirements as outlined in Section 1 of the <i>OLN A Test-Delivery Website User Guide 2020</i>. v. If using IE, go to the Tools menu; select Compatibility view settings and uncheck Display Intranet sites in compatibility view. vi. Should the problem(s) continue, contact the OLN A Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au.

Technical issues with test

No	FAQ/Issue	Action
1	Student can't log in.	<ul style="list-style-type: none"> i. Check the student is using the password from the OLNA login sheet. ii. Check the OLNA login sheet is for the current test. iii. Check the student does not have Caps/Num lock on. iv. Check the student is on the correct website. v. Check the test is available as per the testing window dates. vi. Should the problem continue, contact the OLNA Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au.
2	Student's password has expired.	<p>Check the student has not already completed the test.</p> <p>If the student has not completed the test, contact the OLNA Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au.</p>
3	Error message indicates there is a problem with Flash/browser/JavaScript/screen resolution.	<ul style="list-style-type: none"> i. Has the Practice test been completed on this device? Did any of these messages appear at that time? ii. Is the problem unique to this device or are others affected? iii. Try another device or a different browser on the same device. iv. Check with the school's IT support person to ensure the device(s) meets the minimum system requirements, as outlined in Section 1 of the OLNA Test-Delivery Website User Guide 2020. v. Should the problem(s) continue, contact the OLNA Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au.
4	Students can access the OLNA test-delivery website, but cannot log in.	<ul style="list-style-type: none"> i. Check that the student has entered the correct username and password specific to that test. ii. Try another device or different browser on the same device. iii. Try to log in using the practice test login details. iv. If the practice test cannot be accessed on this device, check with school's IT support person to ensure the device(s) meets the minimum system requirements as outlined in Section 1 of the OLNA Test-Delivery Website User Guide 2020. v. Should the problem(s) continue, contact the OLNA Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au.
5	Practice test appears.	<p>The practice test loads only when the four-digit SIRS school code and password prac14 is used.</p> <p>To access the scheduled test, students should log in using the username and password specific to the scheduled test.</p>
6	The student's computer/device crashed during an OLNA test.	<ul style="list-style-type: none"> i. If the student is completing the writing test, contact the OLNA Helpdesk immediately. ii. For reading and numeracy, the student can log in again. The student can use the same or different device. Note:

No	FAQ/Issue	Action
		<ul style="list-style-type: none"> the test will resume to within one minute of where it stopped. the number of questions answered and time remaining will automatically be restored. <p>iii. If the error message Sorry the test is no longer active displays, or the student is unable to log in again, contact the OLNA Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au.</p>
7	Internet connection is down.	Talk to the school's IT support person about reconnection; reschedule the test session when the internet becomes available. If students will be prevented from sitting the writing test within the writing test window, please contact the OLNA Helpdesk on 9273 6726.
8	The URL is not working.	<p>i. Check you have entered the correct URL: https://assess.scsa.wa.edu.au.</p> <p>ii. Check if the URL will work on another device.</p> <p>iii. When the practice test was conducted, were there any internet connection issues?</p> <p>iv. Check the internet connection by trying other secure URLs, e.g. https://anz.com.au.</p> <p>v. Should the problem(s) continue, contact the OLNA Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au.</p>
9	Error message: There was a problem saving your answer.	<p>i. After 10 seconds, click Retry.</p> <p>ii. If the student is completing the writing test, contact the OLNA Helpdesk immediately.</p> <p>iii. For reading and numeracy, if clicking Retry does not work, close the browser and try another device or a different browser on the same device and attempt to resume. The test should resume within one minute of where the student was up to.</p> <p>iv. If you are unable to resume after loading the test site, contact the OLNA Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au.</p>
10	The student is part way through an OLNA test; the page is 'hanging' or 'freezes'.	<p>i. If the student is completing the writing test, contact the OLNA Helpdesk immediately.</p> <p>ii. For reading and numeracy, attempt to log out, or close the browser.</p> <p>iii. Restart the device and log in again. The OLNA test should resume within one minute of where the student was up to.</p> <p>iv. Try another device or a different browser on the same device and attempt to resume.</p> <p>v. If you are unable to resume after loading the test-delivery website, contact the OLNA Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au.</p>
11	Question is not displaying (rendering) correctly on screen.	<p>i. Are students using a supported browser?</p> <p>ii. Are there currently any internet connectivity issues?</p>

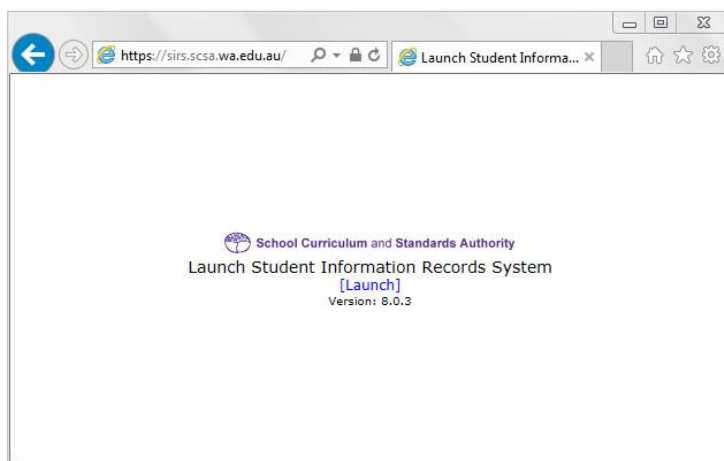
No	FAQ/Issue	Action
		<ul style="list-style-type: none"> iii. Is the student(s) using a Roaming User Profile?¹ If yes, try clearing the browser cache. See www.refreshyourcache.com for details. iv. Try another device or a different browser on the same device. v. Should the problem continue, contact the OLNA Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au.
12	The requirements check indicates an earlier version of Internet Explorer is installed, but the most recent version is installed.	Change compatibility view settings: <ul style="list-style-type: none"> i. Press the ALT key. ii. Go to Tools menu. iii. Select Compatibility view settings. iv. Select wa.edu.au. v. Click on the Remove button. vi. Uncheck all boxes: <ul style="list-style-type: none"> a. Include updated website lists from Microsoft b. Display intranet sites in Compatibility View c. Display all websites in Compatibility View (not listed in IE 11). vii. Click on the Close button.
13	Student's writing disappeared or was accidentally deleted.	<ul style="list-style-type: none"> i. Press Ctrl (or Command) + Z. This may need to be attempted multiple times until the student's writing appears. ii. If you are unable to get the student's writing response to appear, then call the OLNA Helpdesk on 9273 6726 immediately.

¹ **Roaming user profile** enables users to log into any computer connected to the same network and access their documents and desktop settings, such as applications remembering toolbar positions and preferences, or the desktop appearance staying the same. [http://msdn.microsoft.com/en-us/library/windows/desktop/bb776897\(v=vs.85\).aspx](http://msdn.microsoft.com/en-us/library/windows/desktop/bb776897(v=vs.85).aspx)

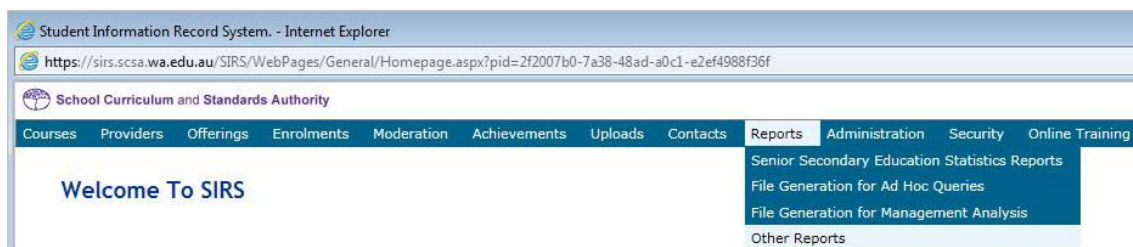
Appendix 2: OLN Student list and password management guide using SIRS

Extracting student lists

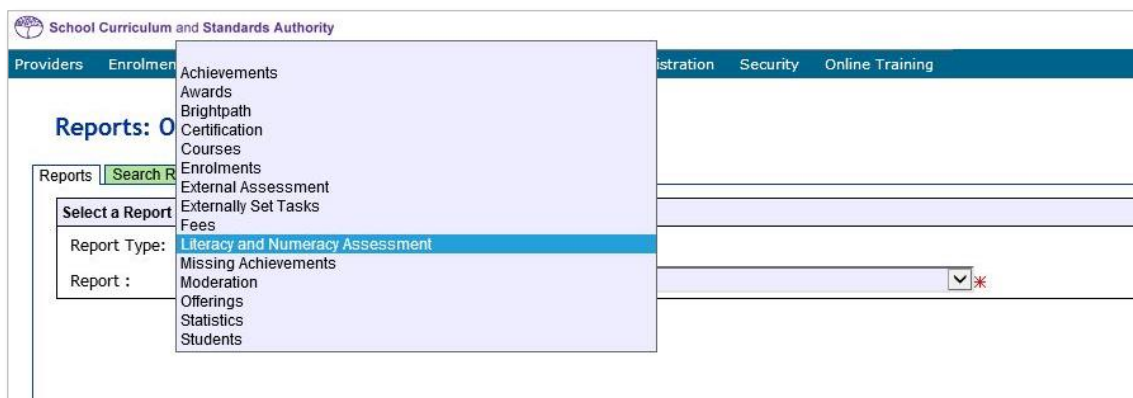
1. Go to <https://sirs.scsa.wa.edu.au>, enter username and password and click **Launch**.
Access to SIRS is managed at the school level. OLN coordinators can ask the principal, deputy principal or registrar for access, or to extract the information on their behalf.



2. Go to **Reports**, and select **Other Reports** from the drop-down menu.



3. Go to **Report Type** and select **Literacy and Numeracy Assessment** from the drop-down menu.



4. Go to **Report** and select **LAN001 – OLN Student List** from the drop-down menu.

The screenshot shows the 'Reports: Other Reports' section of a web application. At the top, there are two tabs: 'Reports' and 'Search Reports'. Below the tabs is a section titled 'Select a Report'. It contains a 'Report Type' dropdown menu set to 'Literacy and Numeracy Assessm' and a 'Report' dropdown menu. The 'Report' dropdown is open, showing a list of report options: 'LAN001 - OLN Student List', 'LAN002 - OLN Students Log-in Details', 'LAN003 - OLN Performance Overview', 'LAN004 - OLN Group Diagnostics', 'LAN005 - OLN Individual Student Diagnostics', 'LAN006 - OLN Individual Student Current Status', and 'LAN007 - OLN Summary Report'.

This report, available for each component, lists students eligible to sit during the next testing window.

5. From **Report Criteria**:



- Select **OLNA Test Component (Literacy Reading or Literacy Writing or Numeracy)** and the relevant **Academic Year**.
- Select **PDF** format, and click **Generate Report** to extract the student list PDF.

The student list can also be extracted in a **.CSV** format for schools that wish to produce customised student class lists. This format may also make it easier for schools to return assessment information to the Authority.

The screenshot shows the 'Reports: Other Reports' section of a web application. At the top, there are two tabs: 'Reports' and 'Search Reports'. Below the tabs is a section titled 'Select a Report'. It contains a 'Report Type' dropdown menu set to 'Literacy and Numeracy Assessm' and a 'Report' dropdown menu set to 'LAN001 - OLN Student List'. To the right of the 'Report' dropdown is a 'Format' section with two radio buttons: 'PDF' (selected) and 'CSV'. Below the 'Select a Report' section is a section titled 'Report Criteria'. It contains four fields: 'Provider' (a text input field with a '#' icon and a 'x' icon), 'OLNA Test Component' (a dropdown menu with a red asterisk), 'Academic Year' (a dropdown menu), and 'Run Report As Batch' (a checkbox). Below the 'Report Criteria' section is a section titled 'Report Comment'. It contains a text input field with the text 'List of registered students eligible to sit the next OLN round.' At the bottom of the form are three buttons: 'Clear', 'Close', and 'Generate Report'.

Using the *OLNA Student list*

The student list is provided to notify principals and OLNAs which students are eligible to sit each of the OLNAs tests. This list does not include students who have prequalified or achieved Category 3 in previous tests. Students are automatically enrolled based on SIRS registration information. Students are listed alphabetically by surname. If there are no SIRS registrations, the *OLNA Student list* will appear blank.

<div><div>Government of Western Australia School Curriculum and Standards Authority</div></div> <div>WACE OLNAs Student List—Numeracy 2020 Round 1 0000 Sample School</div>					
Student Name	Student Number	Academic Year	Adjustment	Password Generated	Achievement Category
Jones, George	12345678	Y10		Y	NSA
Smith, Kate	12345678	Y10		Y	2
Lee, Hyuna	12345678	Y10		Y	NSA

Information provided in the *OLNA Student list* report includes:

Element	Content
Student Name	Family name, Given name
Student Number	Western Australian Student Number (WASN)
Academic Year	Year 10
Adjustment	Indicates if the student account is registered with extra time or a pause function. This becomes available in the week before the testing window opens.
Password Generated	Y (yes) or N (no). This becomes available in the week before the testing window opens.
Achievement Category	Indicates student's current status in the OLNAs. Only Category 1, Category 2 or NSA students appear in this list.

Test supervisors can use the *OLNA Student list* to record attendance, register student completion of the test and note any technical or other issues that prevented the student from completing a test. At the end of the testing window the principal or OLNAs coordinator is to enter the information into the OLNAs Dashboard.

It is important that schools keep each *OLNA Student list* on file as a record of student completion of the tests, and as a record of technical issues or other misadventures that prevented the student from completing a test.

Extracting student passwords

1. Follow steps 1–3 on page 38 to access the OLNAs reports.
2. Select **LAN002 – Student Login Details** from the drop-down menu.

The screenshot shows the 'Reports: Other Reports' section. Under the 'Reports' tab, there is a 'Search Reports' button. Below this is a 'Select a Report' section. The 'Report Type' is set to 'Literacy and Numeracy Assessment'. The 'Report' dropdown menu is open, showing a list of reports: LAN001 - OLNA Student List, LAN002 - OLNA Students Log-in Details (highlighted), LAN003 - OLNA Performance Overview, LAN004 - OLNA Group Diagnostics, LAN005 - OLNA Individual Student Diagnostics, and LAN006 - OLNA Individual Student Current Status.

3. From **Report Criteria**:
 - Select **OLNA Test Component (Literacy Reading or Literacy Writing or Numeracy)** and the relevant **Academic Year**.
 - Select **PDF** format, and click **Generate Report** to extract the student list PDF.

The student login details can also be extracted in **.CSV** format for schools that wish to produce customised student login details sheets.

The screenshot shows the 'Reports: Other Reports' section. Under the 'Reports' tab, there is a 'Search Reports' button. Below this is a 'Select a Report' section. The 'Report Type' is set to 'Literacy and Numeracy Assessment'. The 'Report' dropdown menu is set to 'LAN002 - OLNA Students Log-in Details'. The 'Format' is set to 'PDF'. Below this is a 'Report Criteria' section. The 'Provider' field is empty. The 'OLNA Test Component' is set to 'Numeracy Assessment'. The 'Academic Year' is set to 'Year 10'. The 'Run Report As Batch' checkbox is unchecked. Below this is a 'Report Comment' section. The comment text is 'This report lists the user names and passwords of students eligible to sit the upcoming OLNA'. At the bottom, there are buttons for 'Clear', 'Close', and 'Generate Report'.

Student login details sheet

This sheet is provided to assist schools with password management; it must be kept secure **at all** times. Each student has their login details on a single A4 PDF (in portrait) which can be printed and handed to the student at the start of the test session.

Element	Content
Test Component	Numeracy/Reading/Writing
Student Number	WASN
Student Name	e.g. John Smith
Academic Year	Year 10
Username	WASN
Password	Unique numeric password for each test. Expires after completion of the test.
Adjustment	Extra time/Pause/Scribe/Support person/coloured background/alternate images/braille format/

The *Student login details* sheet can be used by the student as working-out/planning paper. All *Student login details* sheets and working-out/planning papers must be handed to the OLNA supervisor at the end of each test session.

