# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>OLNA Helpdesk</td>
<td>1</td>
</tr>
<tr>
<td>Introduction</td>
<td>2</td>
</tr>
<tr>
<td>OLNA Student agreement</td>
<td>2</td>
</tr>
<tr>
<td>For supervisors</td>
<td>3</td>
</tr>
<tr>
<td>Checklist for OLNA supervisors</td>
<td>3</td>
</tr>
<tr>
<td>Preparation</td>
<td>4</td>
</tr>
<tr>
<td>General information about the assessment</td>
<td>4</td>
</tr>
<tr>
<td>Authorised and unauthorised items</td>
<td>4</td>
</tr>
<tr>
<td>Attendance and documentation of issues experienced</td>
<td>5</td>
</tr>
<tr>
<td>Preparing the classroom</td>
<td>5</td>
</tr>
<tr>
<td>Rules for assisting students</td>
<td>5</td>
</tr>
<tr>
<td>On the days scheduled for the OLNA</td>
<td>7</td>
</tr>
<tr>
<td>Solutions to potential issues</td>
<td>8</td>
</tr>
<tr>
<td>Writing component</td>
<td>9</td>
</tr>
<tr>
<td>Writing component administration script</td>
<td>10</td>
</tr>
<tr>
<td>Reading component</td>
<td>13</td>
</tr>
<tr>
<td>Reading component administration script</td>
<td>14</td>
</tr>
<tr>
<td>Numeracy component</td>
<td>17</td>
</tr>
<tr>
<td>Numeracy component administration script</td>
<td>18</td>
</tr>
<tr>
<td>Adjustments for students with disability</td>
<td>20</td>
</tr>
<tr>
<td>Types of adjustments</td>
<td>20</td>
</tr>
<tr>
<td>Notification of adjustments</td>
<td>23</td>
</tr>
<tr>
<td>Documentation of decisions and adjustments actioned</td>
<td>23</td>
</tr>
<tr>
<td>Eligibility for English as an Additional Language or Dialect (EAL/D) students</td>
<td>24</td>
</tr>
<tr>
<td>Deadlines for eligibility applications for OLNA September 2017</td>
<td>24</td>
</tr>
<tr>
<td>Deadlines for eligibility applications for OLNA March 2018</td>
<td>24</td>
</tr>
<tr>
<td>Deadlines for eligibility applications for OLNA September 2018 and beyond</td>
<td>24</td>
</tr>
<tr>
<td>Appendix 1: Solutions to issues and frequently asked questions</td>
<td>25</td>
</tr>
<tr>
<td>Advice on bandwidth and connectivity issues</td>
<td>25</td>
</tr>
<tr>
<td>Cannot access the test</td>
<td>26</td>
</tr>
<tr>
<td>Computer crashes/freezes</td>
<td>26</td>
</tr>
<tr>
<td>Test item unexpected behaviour</td>
<td>26</td>
</tr>
<tr>
<td>Test session displays a script warning</td>
<td>26</td>
</tr>
<tr>
<td>Item freezing/keyboard not working on iPad (or other tablets)</td>
<td>27</td>
</tr>
<tr>
<td>Retry button appears: reading and numeracy only</td>
<td>27</td>
</tr>
<tr>
<td>Retry button appears: writing</td>
<td>27</td>
</tr>
<tr>
<td>Frequently asked questions</td>
<td>28</td>
</tr>
<tr>
<td>Appendix 2: OLNA Student list and password management guide using SIRS</td>
<td>34</td>
</tr>
</tbody>
</table>
OLNA Helpdesk

The OLNA Helpdesk supports schools by providing clarification via the OLNA Handbook, the OLNA Delivery Website User Guide, the OLNA Dashboard User Guide and the Authority website, and supports schools with assistance during delivery of the online assessment. The Supervisors’ Handbook brings together information specific for supervisors from the OLNA Handbook and the OLNA Website User Guide. For more information and clarification contact the OLNA Helpdesk on 9273 6726 or olna@scsa.wa.edu.au.

When emailing the OLNA Helpdesk, please enter ‘SchoolCode techsupport’ in the subject field 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: is the problem affecting one student, or all students?
- school and student details: 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.
Introduction

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

Each student responds to one of several equivalent versions of each component 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 minimum standard of literacy and numeracy.

The dates for this OLNA round
Writing: 4–7 September
Reading and numeracy: 28 August–22 September

OLNA Student agreement

Students accept the following agreement before logging into an assessment component.

1. I agree to not leave the test-delivery website during the assessment.
2. I acknowledge that attempts to access other sites, use other applications or access calculators will be recorded.
3. I do not have any unauthorised materials in my possession, including mobile phones, pen-readers, Bluetooth/wireless/web-enabled devices, photographic, scanning or audio devices, headphones, calculators, dictionaries, thesauruses or notes.
4. I will not disrupt other students. If I finish the assessment early, I will not visit other websites.
5. 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 to this OLNA Student agreement.
6. I have not undertaken any action that will allow me to gain an unfair advantage.
7. I understand that my actions must not affect the performance of other students.
8. I understand that I must follow any lawful instruction provided to me by the supervisor.
9. I understand that penalties apply to a breach to this OLNA Student agreement, such as the cancellation of results for this assessment component.

Roles
There are three roles within a school:

- Principal – ensures the OLNA is conducted in the school (including approving adjustments)
- Coordinator – manages the running of the OLNA in a school
- Supervisor – supervises students sitting an OLNA component.
# Checklist for OLNA supervisors

<table>
<thead>
<tr>
<th>Complete by</th>
<th>Activity</th>
<th>Check</th>
</tr>
</thead>
</table>
| 31 July 2017           | • Receive the  
  o OLNA Handbook; or  
| 4 August 2017          | • Become familiar with supervisor responsibilities and the requirements of the assessment by reading either the relevant parts of the OLNA Handbook or the entire OLNA Supervisor’s Handbook, the OLNA Delivery Website User Guide and the OLNA Dashboard User Guide. |       |
| 18 August 2017         | • Receive from the principal or coordinator the school’s OLNA school testing schedule for the sessions you are supervising.  
  • Check with the coordinator to determine whether students under your supervision require access to disability adjustments.                                                                 |       |
| 25 August 2017         | • Ensure the rooms being used for the assessment have been appropriately set up and the required materials are ready.                                                                                      |       |
| Daily during assessment period 28 August–22 September 2017 | • Receive from the coordinator the OLNA Student login details and OLNA Student lists for students to sit a component the next day.  
  • Administer the assessment.  
  • After each assessment session, forward the completed OLNA Student list to the principal or coordinator (or enter into the OLNA Dashboard), as directed. This should include the attendance list and:  
  o an incident log of any issues experienced by each student during the conduct of the test  
  o potential breaches to the OLNA Student agreement.                                                                                   |       |
Preparation

In the weeks before the assessment, consult with the coordinator to confirm:

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

General information about the assessment

There are three assessment components:

- reading (45 multiple-choice items 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 items to be completed in 50 minutes).

One week before the first assessment, the coordinator must provide each student with an OLNA Information for students sheet.

Authorised and unauthorised items

Students may take a pen, pencil and eraser into the assessment.

Mobile phones, pen-readers, Bluetooth/wireless/web-enabled devices, photographic, scanning or audio devices, headphones, calculators, dictionaries, thesauruses or notes are not allowed. (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 assessment. However, keyboard settings such as predictive text, grammar and spell checking functionality must be turned off (see page 7 of the OLNA Delivery Website User Guide for the complete list).

The supervisor must provide students with a blank piece of working out/planning paper. The OLNA Student login sheet will suffice for this purpose.
Attendance and documentation of issues experienced

On each assessment day, the coordinator will provide supervisors with students’ usernames and passwords for the scheduled component. These are to be distributed to the students as they enter the room. Supervisors must ensure that students receive only the relevant username and password for the component which they are scheduled to sit at that time.

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

Preparing the classroom

Supervisors must ensure that the best possible assessment 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 items are not available to students during the assessment.

Rules for assisting students

Professional and ethical behaviour must be demonstrated at all times. Any assistance given to students which results in an advantage for their assessment 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 assessment, supervisors **must not**:

- read stimulus materials or assessment items to a student.
During the numeracy component, supervisors **may**:  
✓ read the words, without translating or interpreting them, within items  

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 component, 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 the days scheduled for the OLNA

**Before the assessment**

Ensure that you have each of the following:

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

**As the students enter the assessment room**

Ensure that you:

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

**During the assessment**

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

This script includes instructions for:

- students to read the username and password information carefully and to hand in unauthorised material
- supervisors to write the test-delivery website address – [https://assess.scsa.wa.edu.au](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 login sheet.

Students should read the instructions page on the screen. When directed, students can press the ‘Start’ button to begin the assessment.

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

Students who are disrupting other students 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 assessment.

During the assessment, 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.

After the assessment
When all students have submitted the component, supervisors must ask students to close their browser. Supervisors can then collect all working out/planning papers for secure disposal, dismiss students and 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 assessment room
× transcribe Braille assessment books
× copy, transcribe, transmit or record images of assessment items or student responses, or ask students to record their answers on a piece of paper or other device.*

*Exception is when a supervisor is under the direction of the OLNA Helpdesk and there is a problem with submission of student work.

Solutions to potential issues
A list of frequently asked questions and solutions to potential issues is available in Appendix 1.

Supervisors must be familiar with the OLNA Delivery Website User Guide and this handbook before the assessment and attempt to resolve any technical issues with the school IT support person. If a student does not have internet access, check:
• with the 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 supervisors and/or the school IT support person must contact the OLNA Helpdesk on 9273 6726 or 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.

For more efficient assistance, please ensure the following information is prepared before contacting the OLNA Helpdesk:
• exact wording of any error message
• school code and student details (names and student numbers)
• best contact number and email address
• detailed description of the problem
• how widespread the issue is
• date and time problem occurred
• 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 this component. It is to be conducted in one session.

The writing component is an assessment of students’ 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 assessment: 60 minutes.

Preparation for the writing component

Supervisors distribute:

- a sheet of blank working out/planning paper to each student
- login details to each student for this writing component session only.

Materials required

<table>
<thead>
<tr>
<th>Each student must:</th>
<th>Each supervisor must have:</th>
</tr>
</thead>
<tbody>
<tr>
<td>bring with them –</td>
<td>this handbook</td>
</tr>
<tr>
<td>- pen or pencil</td>
<td>the OLNA Delivery Website User Guide (optional)</td>
</tr>
<tr>
<td>- eraser</td>
<td>student login details</td>
</tr>
<tr>
<td>be provided with –</td>
<td>a copy of the OLNA Student list</td>
</tr>
<tr>
<td>- login details</td>
<td>blank paper</td>
</tr>
<tr>
<td>- blank paper for planning.</td>
<td>spare pens or pencils.</td>
</tr>
</tbody>
</table>
Writing component administration script

*Supervisors read aloud*

Today you will attempt the writing component of the Online Literacy and Numeracy Assessment.

You should have a pencil or pen, your 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 allowed. If you have brought any of these items into the assessment 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 unauthorised materials
- answering students’ questions.

*Supervisors read aloud*

You are now ready to log in.

Copy the URL: [https://assess.scsa.wa.edu.au](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 your information sheet into the login box, read and agree to the *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’, raise your hand and I will come to speak with you.

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

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

*Supervisors read aloud*

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

Do your best work.

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.

During the assessment you must not access other websites. 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 website during the test session
- are found to have copied or reproduced any part of another person’s work.

When you have finished writing, edit your work and then click ‘Finish’. You will then be prompted to either ‘Submit’ the assessment or you may return to your writing to continue working. Once you have submitted your work, please wait quietly until the assessment time is finished. You are not able to return to your work.

If you see the message ‘There is no further time available for this test’, then the assessment will save and submit automatically.

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

You may now press ‘Start’ to commence the writing component.

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 Delivery Website User Guide to solve technical issues or contact the OLNA Helpdesk.

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 to edit their writing before submitting their response.
After 60 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.

The writing component is now finished. I will now collect your working out/planning paper and login details.

After the assessment

Supervisors must collect students’ working out/planning paper and 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 this component. It is to be conducted in one session.

The reading component 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 assessment: 50 minutes.

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

Materials required

<table>
<thead>
<tr>
<th>Each student must:</th>
<th>Each supervisor must have:</th>
</tr>
</thead>
<tbody>
<tr>
<td>bring with them –</td>
<td>this handbook</td>
</tr>
<tr>
<td>• pen or pencil</td>
<td>the OLNA Delivery Website User Guide (optional)</td>
</tr>
<tr>
<td>• eraser</td>
<td>student login details</td>
</tr>
<tr>
<td>be provided with –</td>
<td>a copy of the OLNA Student list</td>
</tr>
<tr>
<td>• login details</td>
<td>blank paper</td>
</tr>
<tr>
<td>• blank paper for working.</td>
<td>spare pens or pencils.</td>
</tr>
</tbody>
</table>
Reading component administration script

Supervisors read aloud

Today you will attempt the reading component of the Online Literacy and Numeracy Assessment.

You should have a pencil or pen, your 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 allowed. If you have any of these items in the assessment room, please bring them to me now.

Do not log in until I tell you to.

In this reading assessment, 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 the appropriate materials
- students to hand in any unauthorised materials
- 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 your information sheet 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 and I will come and speak with you.

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

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

Supervisors read aloud

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

Do your best work.

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.

During the assessment you must not access other websites. 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 the ‘Finish’ button. You will then be prompted to either ‘Submit’ the assessment or you may return to your responses to continue working. Once you have submitted your work, please wait quietly until the assessment time is finished.

If you see the message ‘There is no further time available for this test’, then the assessment will save and submit automatically.

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

You may now press ‘Start’ to commence the reading component.

Supervisors must:
• ensure that students are working independently
• assist students who have issues using the test-delivery website
• not assist students by entering 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 Delivery Website User Guide to solve technical issues or contact the OLNA Helpdesk.

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 the component. If a whole class finishes the assessment before the allocated time, supervisors may use discretion in managing the assessment environment.

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.

The reading component is now finished. I will now collect your working out/planning papers and login details.
After the assessment
Supervisors must collect students’ working out/planning papers and 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 this component. It is to be conducted in one session.

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

Preparation for the numeracy component
Supervisors must:
- distribute login details to each student for this numeracy component session only
- check that no calculators are available to students during this assessment.

Materials required

<table>
<thead>
<tr>
<th>Each student must:</th>
<th>Each supervisor must have:</th>
</tr>
</thead>
<tbody>
<tr>
<td>bring with them –</td>
<td>this handbook</td>
</tr>
<tr>
<td>• pen or pencil</td>
<td>the <em>OLNA Delivery Website User Guide (optional)</em></td>
</tr>
<tr>
<td>• eraser</td>
<td>student login details</td>
</tr>
<tr>
<td>be provided with –</td>
<td>a copy of the <em>OLNA Student list</em></td>
</tr>
<tr>
<td>• login details</td>
<td>blank paper</td>
</tr>
<tr>
<td>• blank paper for working.</td>
<td>spare pens or pencils.</td>
</tr>
</tbody>
</table>
Today you will attempt the numeracy component of the Online Literacy and Numeracy Assessment.

You should have a pencil or pen, your 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 allowed. If you have brought any of these items into the assessment 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 unauthorised materials
- answering students’ questions.

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

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 your information sheet 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 and I will come to speak with you.

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

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

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

Do your best work.

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

In this assessment, 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.

During the assessment you must not access other websites. 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 the ‘Finish’ button. You will then be prompted to either ‘Submit’ the assessment or you may return to your responses to continue working. Once you have submitted your work, please wait quietly until the assessment time is finished.

If you see the message ‘There is no further time available for this test’, then the assessment will save and submit automatically.

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

You may now press ‘Start’ to commence the numeracy component.

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 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 Delivery Website User Guide to solve technical issues or contact the OLNA Helpdesk.

Supervisors should encourage students who finish early to check their answers before submitting their assessment. If a whole class finishes the assessment before the allocated time, teachers may use discretion in managing the assessment environment.

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.

The numeracy component is now finished. I will now collect your working out/planning papers and login details.

After the assessment
Supervisors must collect students’ working out/planning papers and 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 for students with disability

The Authority recognises that access to the assessment for students with diagnosed disability, impairment, illness or impediment could be significantly affected and may require adjustment. Evidence of the diagnosis is required for approval of the adjustment.

Adjustments are made to enable access to the OLNA on an equivalent basis to students without disability, impairment, illness or impediment to performance.

Principals are authorised to determine and implement adjustments fairly. The purpose of this section is to provide guidance to principals to determine and implement adjustments appropriately and equitably.

Types of adjustments

To assist schools and parents the Authority has developed the Guidelines for disability adjustments for timed assessments.

The following are types of adjustments typically requested for approval by the principal. Schools must advise the Authority of the following approved adjustments by the date specified in the Checklist for principals section on page 23 of the OLNA Handbook:

1. rest breaks and provision for a pause button
2. extra time to work
3. special formats
   a. alternate images (high quality/vector images) – online
   b. Braille – paper
   c. coloured backgrounds – online
4. oral/sign support
5. support person
   a. general
   b. scribe
6. modification to environment, e.g. separate supervision, special furniture, lighting
7. access to medication, e.g. diabetic support.

Schools must use the OLNA Dashboard to request adjustments.
1. **Rest breaks and provision for a pause function**

Rest breaks are appropriate when a student is physically or psychologically incapable of completing an assessment in the continuous period specified for that assessment. Breaks are usually for up to five minutes per 30 minutes of assessment 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 component. 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 assessment will be adjusted for these students to include a pause function. The pause function will enable students to pause and resume the assessment to allow for rest breaks at required intervals. As this adjustment does not affect the overall working time for the assessment, students are not permitted to work on test questions during rest breaks.

2. **Extra time to work**

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 touch-screen
- 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 assessment to include the extra time. Generally, it is recommended that schools grant no more than five minutes of extra time per 30 minutes of assessment time. However, in some cases, up to an additional 15 minutes per 30 minutes of assessment time may be provided.

3. **Special formats**

   **Braille assessment – paper**

Students with vision impairment who are unable to adjust the online format sufficiently to access the assessment can be provided with an assessment in Braille format. Principals must advise the Authority of this need at least four months before the scheduled assessment.

   **Coloured backgrounds and alternate images (high quality/vector images) – 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 ensure that images retain their quality when increased significantly in size.

4. **Oral/sign support**

Supervisor instructions may need to be given in writing.
5. **Support person**

**General**

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

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

A support person can read aloud only those elements of the assessment 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 component 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 component, 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 11 of the **OLNA Handbook**) 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.

**Procedure for providing a scribe**

In addition to the assessment instructions detailed in the ‘For supervisors’ section of this handbook, 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 12 words will be selected from the scribed text for the student to spell)
- to allow time to edit and proofread his/her work.

During the writing component

a) Type, as dictated by the student, all words in lower case without any punctuation unless dictated by the student.

b) To conduct the spelling test, ensure that the screen is away from sight of the student. This needs to occur only for the duration of the spelling test. Select four easy words with simple letter patterns, four words with common letter patterns and four words with difficult letter patterns.
that have been used in the text. (See pages 25–26 of the OLNA Writing Guide for examples of simple, 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 test under the title: ‘Spelling Test’.

c) After the spelling test is completed, allow the student to view the screen and specify edits to the typed text.

d) 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.

6. **Modification to environment**
The principal can approve arrangements for separate supervision, special furniture, lighting or other environmental conditions.

7. **Access to medication**
The principal can approve access to medication or diabetic support.

**Notification of adjustments**
Schools must advise the Authority by the date specified in the Checklist for principals of any students needing adjustments. Principals must enter requests for disability adjustments on the OLNA Dashboard.

Late applications cannot be accepted due to the programming required to accommodate the needs of students with approved adjustments. Students needing adjustments who have not been registered by the due date will need to sit the assessment in the next sitting. Alternatively, students may choose to sit the assessment under standard conditions in the current sitting and apply for special adjustments for the next round if the required proficiency of skills for the component has not been demonstrated.

**Documentation of decisions and adjustments actioned**
Principals must document all adjustment arrangements and keep a record for audit purposes. Where it is deemed by the Authority that a student has been provided with disability adjustments without sufficient evidence of need and that the student has been advantaged by this action, any assessment results may be invalidated and the student may be required to resit the assessment without the adjustment.
Eligibility for English as an Additional Language or Dialect (EAL/D) students

Students who are registered as eligible to be enrolled in a Year 12 EAL/D course will be granted an extra ten minutes to complete the reading, writing and numeracy components of the OLNA.

Students must complete and submit an eligibility application for EAL/D by the published deadlines in order to be approved in time for the OLNA tests. Students are not required to subsequently enrol in a Year 12 EAL/D course, however they must have been found eligible in order to be granted the extra time.

Deadlines for eligibility applications for OLNA September 2017

24 July 2017
Completed application forms for Year 10 and 11 students who are wishing to apply for eligibility for EAL/D status, in order to be granted additional reading time for OLNA tests from and including September 2017.

Deadlines for eligibility applications for OLNA March 2018

28 October 2017
Completed application forms for Year 9 and Year 11 students who are wishing to apply for eligibility for EAL/D status, in order to be granted additional reading time for OLNA tests from and including March 2018.

Deadlines for eligibility applications for OLNA September 2018 and beyond

16 February 2018
Completed application forms for Year 12 students who are wishing to apply for eligibility for EAL/D status, in order to be granted additional reading time for OLNA in September 2018.

27 July 2018
Completed application forms for Year 10 students who are wishing to apply for eligibility for EAL/D status, in order to be granted additional reading time for OLNA in Years 11 and 12.

12 October 2018
Completed application forms for Year 9 students who are wishing to apply for eligibility for EAL/D status, in order to be granted the additional reading time for OLNA in Years 10, 11 and 12.

26 October 2018
Completed application forms for Year 11 students who are wishing to apply for eligibility for EAL/D status, in order to be granted additional reading time for OLNA in Year 12.

For instructions about how to check the eligibility status of a student once an application has been submitted, please refer to the EAL/D course page on the website: http://senior-secondary.scsa.wa.edu.au/__data/assets/pdf_file/0004/76756/Information-Sheet-EALD-Eligibility-Notifications-in-SIRS.pdf
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 during testing is not utilised by other classes or students’ private wireless devices will assist in minimising potential connectivity issues during the OLNA administration.

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 administration 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 government schools do not connect more than 20 wireless devices to a single WAP during mission-critical periods such as the OLNA testing.
- Non-government schools should perform their own tests to determine the maximum number of wireless devices that can be used during a single testing session.

Staggering student logins
- Connectivity issues can also be mitigated by staggering student logins at the start of the assessment (e.g. ten 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 press the ‘Start’ button.

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 below.

Schools that do not manage their available bandwidth may encounter problems with test sessions 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.
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:
   a. if the internet is not working, follow up with the school’s IT coordinator
   b. 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.

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.

Test item unexpected behaviour
If any test item seems to be working incorrectly, such as not displaying an image properly, or the item freezes, perform the following steps:
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), focus 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 re-opening 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 re-tapping/pressing the input field to re-focus.
2. Hide/close the on-screen keyboard and then re-open it.

Retry button appears: reading and numeracy only
The webpage will attempt to save the test every minute. 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.

Retry button appears: writing
The webpage will attempt to save the test every minute. If, at the end of the test period, the test cannot be saved:

1. Wait ten seconds and retry.
2. If the issue is not resolved after one minute, contact the OLNA Helpdesk.
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.

<table>
<thead>
<tr>
<th>No</th>
<th>FAQ</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>How do I make a change to a student’s registration?</td>
<td>Contact the OLNA Helpdesk on 08 9273 6726 or email <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a>.</td>
</tr>
<tr>
<td>2</td>
<td>How do I withdraw a student?</td>
<td>It is not necessary to withdraw a student. A student who is eligible to sit a component and who does not sit the test for that component should be marked by the supervisor as absent from sitting the test.</td>
</tr>
<tr>
<td>3</td>
<td>How do I get the passwords for the students sitting the assessment?</td>
<td>Principals or OLNA coordinators will forward student passwords to OLNA supervisors on the day of the assessment. For details, see the OLNA Handbook.</td>
</tr>
<tr>
<td>4</td>
<td>How do I register my students for Sickness/Misadventure?</td>
<td>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 <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a> using the subject title ‘SchoolCode_Reschedule’ to reset the test for another assessment session.</td>
</tr>
<tr>
<td>5</td>
<td>Can a student sit the assessment at home?</td>
<td>No.</td>
</tr>
<tr>
<td>6</td>
<td>A student was absent on the day of the scheduled assessment session, but still wants to sit. How can this be arranged?</td>
<td>A student can be rescheduled to sit an assessment on any day within the assessment period. Note that a student can sit the writing component only in the days of the assessment round allocated to writing.</td>
</tr>
<tr>
<td>7</td>
<td>What is the address of the OLNA Dashboard?</td>
<td>The OLNA Dashboard URL is <a href="https://assess.scsa.wa.edu.au/srm">https://assess.scsa.wa.edu.au/srm</a>. The OLNA Dashboard enables schools to request disability adjustments and record absences and test incidents. Test incidents requiring immediate assistance should be directed to the OLNA Helpdesk.</td>
</tr>
</tbody>
</table>
## Practice test/requirements

<table>
<thead>
<tr>
<th>No</th>
<th>FAQ/Issue</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>What is the OLNA test site address for systems and browser compatibility requirements check?</td>
<td>The system requirements can be checked at <a href="https://assess.scqa.wa.edu.au/requirements">https://assess.scqa.wa.edu.au/requirements</a>.</td>
</tr>
<tr>
<td>2</td>
<td>What is the test site address to find information about my system and browser?</td>
<td>About My Browser at <a href="https://aboutmybrowser.com">https://aboutmybrowser.com</a>.</td>
</tr>
</tbody>
</table>
| 3  | A Practice/Example test (or an OLNA component) does not load after clicking the Start button. All minimum system requirements are met. | 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.  
   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 OLNA 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 assessment? | 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 webpage several times (or the time to load the webpage exceeds a reasonable amount of time). | 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.  
   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 OLNA Helpdesk on 9273 6726 or at olna@scsa.wa.edu.au. |
## Technical issues with test

<table>
<thead>
<tr>
<th>No</th>
<th>FAQ/Issue</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Student’s password:</td>
<td>Contact the OLNA Helpdesk on 9273 6726 or at <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a>.</td>
</tr>
<tr>
<td></td>
<td>• detail is blank on the login sheet</td>
<td>ological issues with test</td>
</tr>
<tr>
<td></td>
<td>• has expired</td>
<td>ological issues with test</td>
</tr>
<tr>
<td></td>
<td>• is not working/ student can’t log in.</td>
<td>ological issues with test</td>
</tr>
<tr>
<td>2</td>
<td>Error message indicates there is a problem with Flash/browser/JavaScript/Screen Resolution.</td>
<td>i. Has the Practice test been completed on this device? Did any of these messages appear at that time?</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ii. Is the problem unique to this device or are others affected?</td>
</tr>
<tr>
<td></td>
<td></td>
<td>iii. Try another device or a different browser on the same device.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>iv. Check with the school’s IT support person to ensure the device(s) meets the minimum system requirements, as outlined in Section 1.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>v. Should the problem(s) continue, contact the OLNA Helpdesk on 9273 6726 or at <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a>.</td>
</tr>
<tr>
<td>3</td>
<td>Students can access the OLNA test site, but cannot log in.</td>
<td>i. Check that the student has entered the correct username and password specific to that assessment.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ii. Try another device or different browser on the same device.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>iii. Try to log in using the Practice test login details.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>v. Should the problem(s) continue, contact the OLNA Helpdesk on 9273 6726 or at <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a>.</td>
</tr>
<tr>
<td>4</td>
<td>Practice test appears.</td>
<td>The Practice test loads only when the four-digit SIRS school code and password ‘prac14’ is used.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>To access the scheduled assessment, students should log in using the username and password specific to the scheduled assessment.</td>
</tr>
</tbody>
</table>
## Technical issues with test

<table>
<thead>
<tr>
<th>No</th>
<th>FAQ/Issue</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>The student’s computer/device crashed during the OLNA.</td>
<td>i. If the student is completing the writing component, contact the OLNA Helpdesk immediately.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ii. For reading and numeracy, the student can log in again. The student can use the same or different device. Note that:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• the assessment will resume to within one minute of where it stopped</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• the number of questions answered and time remaining will automatically be restored.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>iii. If the error message ‘Sorry the assessment is no longer active’ displays, or the student is unable to log in again, contact the OLNA Helpdesk on 9273 6726 or at <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a>.</td>
</tr>
<tr>
<td>6</td>
<td>Internet connection is down.</td>
<td>Talk to the school’s IT support person about reconnection; reschedule the assessment when the internet becomes available.</td>
</tr>
<tr>
<td>7</td>
<td>The URL is not working.</td>
<td>i. Check you have entered the correct URL <a href="https://assess.scsa.wa.edu.au">https://assess.scsa.wa.edu.au</a>.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ii. Check if the URL will work on another device.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>iii. When the Practice test was conducted, were there any internet connection issues?</td>
</tr>
<tr>
<td></td>
<td></td>
<td>iv. Check the internet connection by trying other secure URLs, e.g. <a href="https://anz.com.au">https://anz.com.au</a>.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>v. Should the problem(s) continue, contact the OLNA Helpdesk on 9273 6726 or at <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a>.</td>
</tr>
<tr>
<td>8</td>
<td>Error message: ‘There was a problem saving your answer’.</td>
<td>i. After 10 seconds, click ‘Retry’.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ii. If the student is completing the writing component, contact the OLNA helpdesk immediately.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>iv. If you are unable to resume after loading the test site, contact OLNA Helpdesk on 9273 6726 or via email at <a href="mailto:olna@scsa.wa.edu.au">olna@scsa.wa.edu.au</a>.</td>
</tr>
<tr>
<td>No</td>
<td>FAQ/Issue</td>
<td>Action</td>
</tr>
<tr>
<td>----</td>
<td>---------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| 9  | The student is part way through an OLNA component; the page is ‘hanging’ or ‘freezes’. | i. If the student is completing the writing component, contact the OLNA Helpdesk immediately.  
ii. For reading and numeracy, attempt to log out, or close the browser.  
iii. Restart the device and log in again. The Practice test/OLNA should resume within one minute of where the student was up to.  
iv. Try another device or a different browser on the same device and attempt to resume.  
v. 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. |
| 10 | Question is not displaying (rendering) correctly on screen.              | i. Are students using a supported browser?  
ii. Are there currently any internet connectivity issues?  
iii. Is 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. |

---

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)
<table>
<thead>
<tr>
<th>No</th>
<th>FAQ/Issue</th>
<th>Action</th>
</tr>
</thead>
</table>
| 11 | The requirements check indicates an earlier version of Internet Explorer is installed, but the most recent version is installed. | Change compatibility view settings:  
  i. Press the ALT key.  
  ii. Go to Tools menu.  
  iii. Select Compatibility View settings.  
  iv. Select wa.edu.au.  
  v. Click the ‘remove’ button.  
  vi. Uncheck all boxes:  
    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 close. |
| 12 | Student’s writing disappeared or was accidently deleted.                                            | i. Press Ctrl (or Command) + Z. This may need to be attempted multiple times until the student’s writing appears.  
If you are unable to get the student’s writing to appear then contact the OLNA helpdesk. |
Appendix 2: OLNA 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. OLNA 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 – Student list’ from the drop-down menu.
LAN001 – Student List

This report lists students eligible to sit the next OLNA only.

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 CSV format for schools that wish to produce customised student class lists. CSV may also make it easier for schools to return assessment information to the Authority (see step 6).
<table>
<thead>
<tr>
<th>Student Name</th>
<th>School Code and Name</th>
<th>Academic Year</th>
<th>Special Provision</th>
<th>Achievement Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jones, Georgia</td>
<td>12345678</td>
<td>Y10</td>
<td>N</td>
<td>NSA</td>
</tr>
<tr>
<td>Smith, John</td>
<td>23456789</td>
<td>Y10</td>
<td>N</td>
<td>NSA</td>
</tr>
<tr>
<td>Lee, Hyuna</td>
<td>34567890</td>
<td>Y10</td>
<td>N</td>
<td>3</td>
</tr>
</tbody>
</table>

**Student Name:** First name, Surname

**Student Number:** SIRS Student ID

**Academic Year:** Year 10

**Special Provision:** Indicates if the student account is registered with additional time or a pause function. This becomes available in the week before the assessment.

**Password Generated:** Y (yes) or N (no). This becomes available in the week before the assessment.

**Achievement Category:** Indicates students’ current status in the OLNA. Only Category 1, Category 2 or NSA students appear in this list.

Note: Supervisors can use the space in the ‘Special Provision’ cells to check attendance and note any issues experienced by students. Use the back of the sheet if there is no space remaining in the cell for students who have pause and extra time adjustments.

Using the **OLNA Student list**

The student list is provided to notify principals and OLNA coordinators which students are eligible to sit the OLNA. 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.

Assessment supervisors can also use the **OLNA Student list** to record attendance, register student completion of the assessment and note any technical or other issues that prevented the student from completing a test component. At the end of the assessment window the principal or OLNA coordinator is to enter the information into the **OLNA Dashboard** (or submit all completed **OLNA Student lists** in an electronic format to olna@scsa.wa.edu.au).

It is important that schools keep the **OLNA Student lists** on file as records of student completion of the assessment components, and as a record of technical issues or other misadventures that prevented the student from completing an assessment component.
Extracting student passwords

Follow steps 1–3 for extracting student lists (page 34) to access the OLNA reports.

1

2

3

Select ‘LAN002 – Student login details’ from the drop-down menu.

From the ‘Report Criteria’, select:

- Assessment Component
- ‘Literacy Reading’ or ‘Literacy Writing’ or ‘Numeracy’ and ‘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 class lists.
<table>
<thead>
<tr>
<th>Test Component</th>
<th>Numeracy/Reading/Writing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Number</td>
<td>SIRS Student ID</td>
</tr>
<tr>
<td>Student Name</td>
<td>e.g. John Smith</td>
</tr>
<tr>
<td>Academic Year</td>
<td>Year 10</td>
</tr>
<tr>
<td>Username</td>
<td>Student ID</td>
</tr>
<tr>
<td>Password</td>
<td>Unique numeric password for component. Expires after completion of the assessment.</td>
</tr>
<tr>
<td>Special Provision</td>
<td>Extra time/Pause/Scribe/Support person/coloured background/alternate images/Braille format/Blank</td>
</tr>
</tbody>
</table>

**Student login details sheet**

This sheet is provided to assist schools with password management. Each student has their login details on a single A4 PDF (in portrait) which can be printed and handed to the student just before the assessment session.

Login details **must** be secure at all times. Distribute to students **only** as they walk into the assessment room.

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

For further help or information, please contact the OLNA Helpdesk on 9273 6726 or [olna@scsa.wa.edu.au](mailto:olna@scsa.wa.edu.au).