

	Issue	Solutions	
		PN before exam day	ECM on exam day
Device	<ul style="list-style-type: none"> • Device doesn't work or loses battery • Device doesn't meet requirements • Not enough devices 	<ul style="list-style-type: none"> • Plan which devices will be used • Use the device check to check and prepare devices • Update devices as required • Organise a back up plan with your ECM 	<ul style="list-style-type: none"> • Have spare devices and power cords/power banks • Have IT support available to troubleshoot issues <p>OR move students to paper</p>
Entries	<ul style="list-style-type: none"> • Students not entered • Managing Special Assessment Conditions (SAC) entitlement • Students entered in incorrect mode: digital instead of paper or vice versa 	<ul style="list-style-type: none"> • Check your digital entries for end of year exams are correct before the 1 September deadline • Work with your ECM • Identify SAC students and plan for contingencies e.g. have writer/printer available 	<ul style="list-style-type: none"> • Move students to paper • For SAC: <ul style="list-style-type: none"> ○ Have a back up exam assistant ○ Have a separate room available ○ Ensure there is printer access
Technical	<ul style="list-style-type: none"> • Wi-Fi connectivity • School network login issues • Power outage 	<ul style="list-style-type: none"> • Test your Wi-Fi connectivity • Work with N4L to complete a <i>Network Assurance Check</i> • Practice school-based logins or remove need for network logins • Plan a process with your ECM and IT support • Check your school's process for resolving technical disruptions 	<ul style="list-style-type: none"> • Follow school's process for resolving technical disruptions • Call the Exam Helpline for support • N4L or NZQA will contact you directly if there's a widespread loss of connection • Contact NZQA for advice about unexpected events at the exam centre, which could include: <ul style="list-style-type: none"> ○ Move students to paper ○ Give extra time ○ Brief the PN about the event
Student	<ul style="list-style-type: none"> • Unprepared • Not confident 	<ul style="list-style-type: none"> • Do practice activities 	<ul style="list-style-type: none"> • Move students to paper
Teacher	<ul style="list-style-type: none"> • Unprepared • Not confident 	<ul style="list-style-type: none"> • Do practice activities • Read information for teachers to prepare for digital exams 	<ul style="list-style-type: none"> • N/A
Technical support	<ul style="list-style-type: none"> • Unfamiliar • Unprepared • Unavailable 	<ul style="list-style-type: none"> • Use N4L or service provider advice • Check technical requirements in advance • Have a technical support back-up plan 	<ul style="list-style-type: none"> • Monitor supervisor dashboard for technical issues • Call the Exam Helpline for support