

		Issue	Solutions	
			PN before exam day	ECM on exam day
CAPABILITY	Device	<ul style="list-style-type: none"> <li>Device doesn't work/loses battery</li> <li>Device doesn't meet requirements</li> <li>Not enough devices</li> </ul>	<ul style="list-style-type: none"> <li>Plan which devices will be used</li> <li>Use the <a href="#">device check</a> to check and prepare devices</li> <li>Update devices as required</li> <li>Organise a back up plan with your ECM</li> </ul>	<ul style="list-style-type: none"> <li>Have spare devices and power cords/power banks</li> <li>Have IT support available to troubleshoot issues</li> </ul> OR move students to paper
	Entries	<ul style="list-style-type: none"> <li>Students not entered</li> <li>Managing Special Assessment Conditions entitlement</li> <li>Students entered in incorrect mode: digital to paper or vice versa</li> </ul>	<ul style="list-style-type: none"> <li>Check your digital entries are correct before the 9 September deadline</li> <li>Work with your ECM</li> <li>Identify SAC students and plan for contingencies e.g. writer/printer</li> </ul>	<ul style="list-style-type: none"> <li>Move the students to paper</li> </ul> For SAC: <ul style="list-style-type: none"> <li>Have a back up exam assistant</li> <li>Have a separate room available</li> <li>Ensure there is printer access</li> </ul>
	Technical	<ul style="list-style-type: none"> <li>Wi-Fi connectivity</li> <li>School network login issues</li> <li>Power outage</li> </ul>	<ul style="list-style-type: none"> <li>Test your Wi-Fi connectivity</li> <li>Practice school-based logins or remove need for network logins</li> <li>Plan a process with your ECM and IT support</li> <li>Check your school's process for resolving technical disruptions</li> </ul>	<ul style="list-style-type: none"> <li>Follow school's process for resolving technical disruptions</li> <li>Call the Exam Helpline for support</li> <li>NZQA will contact you directly if there's a widespread loss of connection</li> <li>Move students to paper</li> <li>Give extra time or use unexpected event grades</li> </ul>
CAPACITY	Student	<ul style="list-style-type: none"> <li>Unprepared</li> <li>Not confident</li> </ul>	<ul style="list-style-type: none"> <li>Do practice activities</li> </ul>	<ul style="list-style-type: none"> <li>Move students to paper</li> </ul>
	Teacher	<ul style="list-style-type: none"> <li>Unprepared</li> <li>Not confident</li> </ul>	<ul style="list-style-type: none"> <li>Do practice activities</li> <li>Find information for teachers to prepare for digital exams <a href="#">here</a>.</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
	Technical support	<ul style="list-style-type: none"> <li>Unfamiliar</li> <li>Unprepared</li> <li>Unavailable</li> </ul>	<ul style="list-style-type: none"> <li>Use service provider advice</li> <li>Check technical requirements in advance</li> <li>Have a technical support back-up plan</li> </ul>	<ul style="list-style-type: none"> <li>Monitor supervisor dashboard for technical issues</li> <li>Move students to paper or use unexpected event grades</li> </ul>