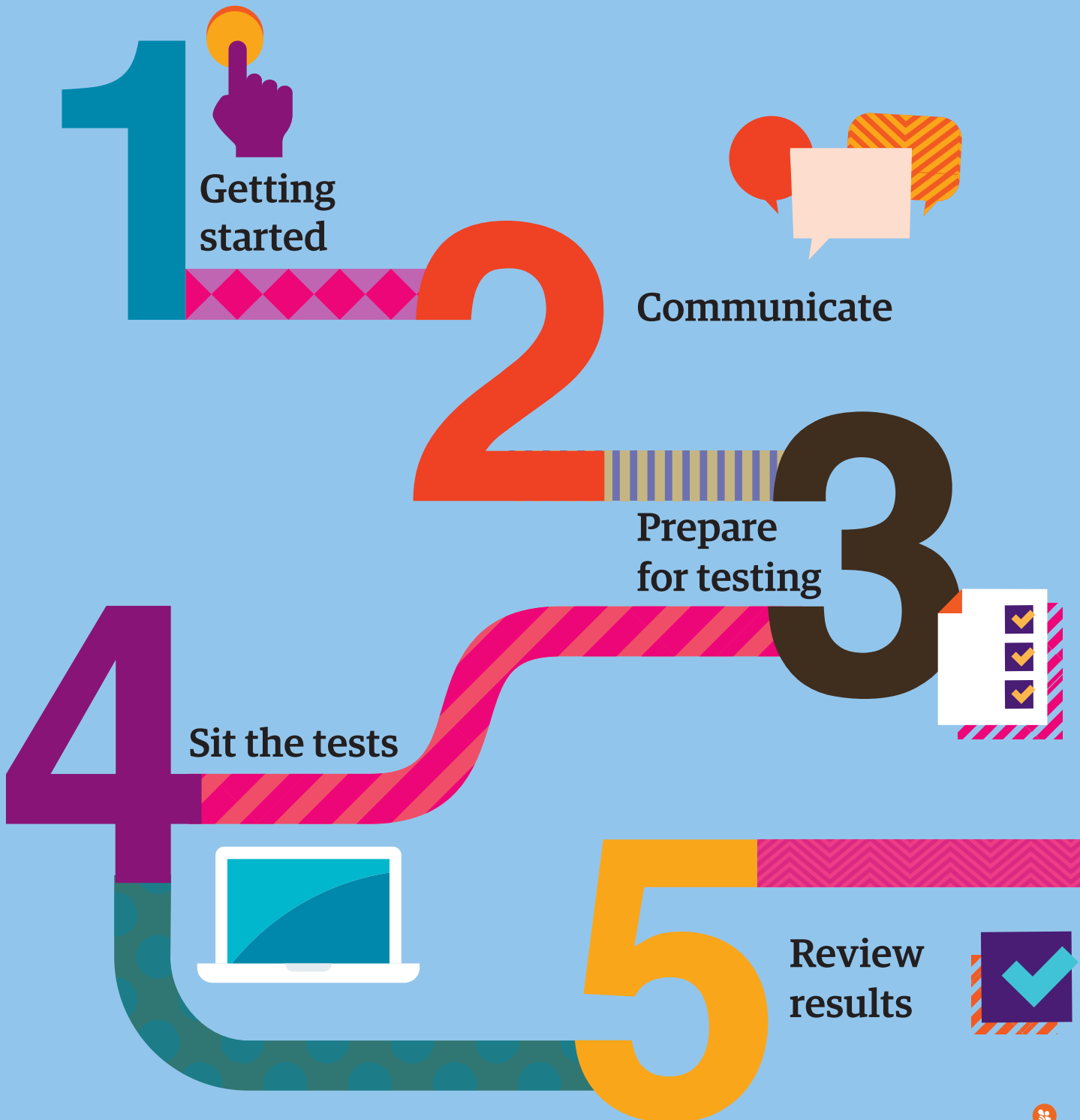


# 2022 Test Supervision Instructions



For School Coordinators & Teachers





# Test Supervision Instructions

## Content

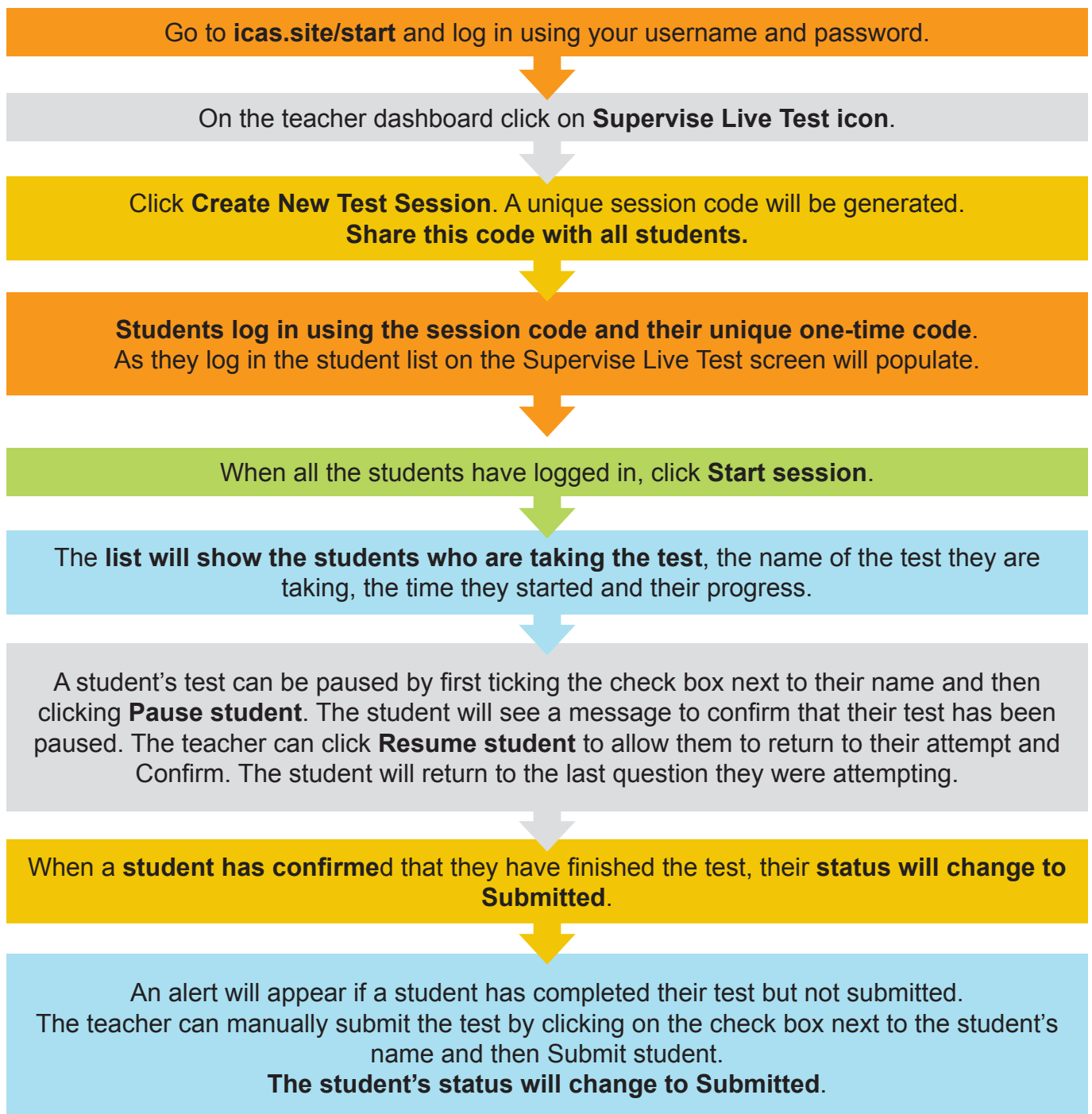
The below instructions are for teachers supervising students sitting the Reach Assessments™.

<b><u>SUPERVISION WORKFLOW CHART</u></b>	<b>3</b>
<b><u>ENGLISH</u></b>	<b>4</b>
<b><u>MATHEMATICS</u></b>	<b>6</b>
<b><u>SCIENCE</u></b>	<b>8</b>
<b><u>DIGITAL TECHNOLOGIES</u></b>	<b>10</b>
<b><u>WRITING</u></b>	<b>12</b>
<b><u>SPELLING</u></b>	<b>14</b>
<b><u>GRAMMAR AND PUNCTUATION</u></b>	<b>16</b>
<b><u>YEAR LEVELS AND CORRESPONDING REACH PAPERS</u></b>	<b>18</b>
<b><u>TROUBLESHOOTING TIPS</u></b>	<b>19</b>

# Supervision Workflow Chart

*The supervising teacher **MUST** log in to the Assessments Portal to start and supervise the test.*

*Supervising teachers are advised to ensure that they can log in to the Assessments Portal before the test sitting date.*



# ENGLISH



## BEFORE TEST DAY

1. Check you can access the Assessments Portal by following the URL [icas.site/start](https://icas.site/start) and can locate the **Supervise live test** screen.
2. **Print student logins** from your teacher dashboard.
3. **Run the technical readiness** check on all student devices:  
[icasassessments.janisoninsights.com/pages/technical-readiness](https://icasassessments.janisoninsights.com/pages/technical-readiness) **technical-readiness**.

## ON TEST DAY

Administer the assessment under examination conditions.

Dictionaries, mobile phones and other personal electronic devices are not permitted.

### Each student must have:

- their individual one-time code
- the session code (see instructions below)
- a device that meets the technical requirements: [icasassessments.com/support-technical-requirements](https://icasassessments.com/support-technical-requirements)
- access to the internet
- the URL [icas.site/start](https://icas.site/start).

**Blank paper and pencils or pens may be used for any working.**

### For the Teacher to complete on their device:

1. Go to the Assessments Portal at [icas.site/start](https://icas.site/start) and log in.
2. On the teacher dashboard click on **Supervise live test**. This screen will allow you to monitor your students' progress during the test.
3. Click **Create new test session**. Do this on test day at the scheduled sitting time.
4. An **8-character session code** will appear on your screen. Display this to all students.

### ON TEST DAY TEACHER'S SCRIPT

#### When all students are seated say:

You are going to complete the Reach English test.

- enter the URL **icas.site/start**
- click on the **Reach** button on the login page
- enter the **session code**
- click **Next**
- enter your individual **one-time code** and click **Next**.

Once you have done this you will see a question on your screen: 'Are you ready to start your test?'

**Do not** click **Yes** until I tell you to.

Help students fill in the session code and their one-time codes.

#### Say:

Check that you are sitting the right test [insert the test subject and the paper].

Now click **Yes**.

Check that **your** name is showing on the screen.

You will also see 'Wait to begin'. **Do not** begin until I tell you to.

Answer all questions. Your score will be the number of correct answers. Marks are **NOT** deducted for wrong answers.

#### For Introductory Paper say:

There are 36 questions. You have 40 minutes to answer the questions.

#### For Paper A only:

There are 42 questions. You have 45 minutes to answer the questions.

#### For Paper B only:

There are 41 questions. You have 45 minutes to answer the questions.

#### For Paper C only:

There are 47 questions. You have 50 minutes to answer the questions.

#### For Paper D only:

There are 48 questions. You have 50 minutes to answer the questions.

#### For Papers E and F say:

There are 52 questions. You have 55 minutes to answer the questions.

#### For Papers G and H say:

There are 56 questions. You have 1 hour to answer the questions.

#### Then say:

Do your rough work on the paper provided.

Once all the students are ready, click **Start session** on your **Supervise live test** screen. The students will now see their test. **Say:**

You can now begin your test.

#### Start timing and monitor the time allowed. At the end of the test say:

Stop work and click **Finish**. You will see a question, 'Are you sure you want to finish the test?'

Click **Yes**. You should see the following message: 'Your test has been submitted'.

Click **Logout** and follow the prompts.

If a student has not reached the last question, they can click on the grid next to the question number to access the **Finish** button.

On your **Supervise live test** screen do the following:

- Check that all students have submitted their tests.
- Click the checkbox next to any student who has not submitted and then click **Submit student**.

# MATHEMATICS



## BEFORE TEST DAY

1. Check you can access the Assessments Portal by following the URL [icas.site/start](https://icas.site/start) and can locate the **Supervise live test** screen.
2. **Print student logins** from your teacher dashboard.
3. **Run the technical readiness** check on all student devices:  
[icasassessments.janisoninsights.com/pages/technical-readiness](https://icasassessments.janisoninsights.com/pages/technical-readiness) **technical-readiness**.

## ON TEST DAY

Administer the assessment under examination conditions.

Dictionaries, mobile phones and other personal electronic devices are not permitted.

### Each student must have:

- their individual one-time code
- the session code (see instructions below)
- a device that meets the technical requirements: [icasassessments.com/support-technical-requirements](https://icasassessments.com/support-technical-requirements)
- access to the internet
- the URL [icas.site/start](https://icas.site/start).

**Blank paper and pencils or pens may be used for any working.**

**Papers Introductory, A, B, C and D: Students are NOT allowed to use a calculator.**

**Papers E, F, G and H: Students can only use the online calculator displayed on the screen with the question. Some questions do not require the use of a calculator and for those questions the online calculator may not be available on the screen.**

### For the Teacher to complete on their device:

1. Go to the Assessments Portal at [icas.site/start](https://icas.site/start) and log in.
2. On the teacher dashboard click on **Supervise live test**. This screen will allow you to monitor your students' progress during the test.
3. Click **Create new test session**. Do this on test day at the scheduled sitting time.
4. An **8-character session code** will appear on your screen. Display this to all students.

### ON TEST DAY TEACHER'S SCRIPT

#### When all students are seated say:

You are going to complete the Reach Mathematics test.

- enter the URL [icas.site/start](https://icas.site/start)
- click on the **Reach** button on the login page
- enter the **session code**
- click **Next**
- enter your individual **one-time code** and click **Next**.

Once you have done this you will see a question on your screen: 'Are you ready to start your test?'

**Do not** click **Yes** until I tell you to.

Help students fill in the session code and their one-time codes.

#### Say:

Check that you are sitting the right test [insert the test subject and the paper].

Now click **Yes**.

Check that **your** name is showing on the screen.

You will also see 'Wait to begin'.

**Do not** begin until I tell you to.

Answer all questions. Your score will be the number of correct answers. Marks are **NOT** deducted for wrong answers.

#### For Introductory Paper say:

There are 36 questions. You have 35 minutes to answer the questions.

#### For Papers A, B and C say:

There are 41 questions. You have 45 minutes to answer the questions.

#### For Papers D, E, F, G and H say:

There are 41 questions. You have 1 hour to answer the questions.

#### Then say:

Do your rough work on the paper provided.

Once all the students are ready, click **Start session** on your **Supervise live test** screen. The students will now see their test.

#### Say:

You can now begin your test.

#### Start timing and monitor the time allowed. At the end of the test say:

Stop work and click **Finish**. You will see a question, 'Are you sure you want to finish the test?'

Click **Yes**. You should see the following message: 'Your test has been submitted'.

Click **Logout** and follow the prompts.

If a student has not reached the last question, they can click on the grid next to the question number to access the **Finish** button.

On your **Supervise live test** screen do the following:

- Check that all students have submitted their tests.
- Click the checkbox next to any student who has not submitted and then click **Submit student**.

# SCIENCE



## BEFORE TEST DAY

1. Check you can access the Assessments Portal by following the URL [icas.site/start](https://icas.site/start) and can locate the **Supervise live test** screen.
2. **Print student logins** from your teacher dashboard.
3. **Run the technical readiness** check on all student devices:  
[icasassessments.janisoninsights.com/pages/technical-readiness](https://icasassessments.janisoninsights.com/pages/technical-readiness) **technical-readiness**.

## ON TEST DAY

Administer the assessment under examination conditions.

Dictionaries, mobile phones and other personal electronic devices are not permitted.

### Each student must have:

- their individual one-time code
- the session code (see instructions below)
- a device that meets the technical requirements: [icasassessments.com/support-technical-requirements](https://icasassessments.com/support-technical-requirements)
- access to the internet
- the URL [icas.site/start](https://icas.site/start).

**Blank paper and pencils or pens may be used for any working.**

**Students may use the online calculator provided in the Assessments Portal.**

### For the Teacher to complete on their device:

1. Go to the Assessments Portal at [icas.site/start](https://icas.site/start) and log in.
2. On the teacher dashboard click on **Supervise live test**. This screen will allow you to monitor your students' progress during the test.
3. Click **Create new test session**. Do this on test day at the scheduled sitting time.
4. An **8-character session code** will appear on your screen. Display this to all students.



### ON TEST DAY TEACHER'S SCRIPT

#### When all students are seated say:

You are going to complete the Reach Science test.

- enter the URL **icas.site/start**
- click on the **Reach** button on the login page
- enter the **session code**
- click **Next**
- enter your individual **one-time code** and click **Next**.

Once you have done this you will see a question on your screen: 'Are you ready to start your test?'

**Do not** click **Yes** until I tell you to.

Help students fill in the session code and their one-time codes.

#### Say:

Check that you are sitting the right test [insert the test subject and the paper].

Now click **Yes**.

Check that **your** name is showing on the screen.

You will also see 'Wait to begin'.

**Do not** begin until I tell you to.

Answer all questions. Your score will be the number of correct answers. Marks are **NOT** deducted for wrong answers.

#### For Papers Introductory, A and B say:

There are 36 questions. You have 45 minutes to answer the questions.

#### For Papers C and D say:

There are 41 questions. You have 55 minutes to answer the questions.

#### For Paper E say:

There are 45 questions. You have 1 hour to answer the questions.

#### For Papers F and G say:

There are 46 questions. You have 1 hour to answer the questions.

#### For Paper H say:

There are 47 questions. You have 1 hour to answer the questions.

#### Then say:

Do your rough work on the paper provided.

Once all the students are ready, click **Start session** on your **Supervise live test** screen. The students will now see their test.

#### Say:

You can now begin your test.

#### Start timing and monitor the time allowed. At the end of the test say:

Stop work and click **Finish**. You will see a question, 'Are you sure you want to finish the test?'

Click **Yes**. You should see the following message: 'Your test has been submitted'.

Click **Logout** and follow the prompts.

If a student has not reached the last question, they can click on the grid next to the question number to access the **Finish** button.

On your **Supervise live test** screen do the following:

- Check that all students have submitted their tests.
- Click the checkbox next to any student who has not submitted and then click **Submit student**.

# DIGITAL TECHNOLOGIES



## BEFORE TEST DAY

1. Check you can access the Assessments Portal by following the URL [icas.site/start](https://icas.site/start) and can locate the **Supervise live test** screen.
2. **Print student logins** from your teacher dashboard.
3. **Run the technical readiness** check on all student devices:  
[icasassessments.janisoninsights.com/pages/technical-readiness](https://icasassessments.janisoninsights.com/pages/technical-readiness) **technical-readiness**.

## ON TEST DAY

Administer the assessment under examination conditions.

Dictionaries, mobile phones and other personal electronic devices are not permitted.

### Each student must have:

- their individual one-time code
- the session code (see instructions below)
- a device that meets the technical requirements: [icasassessments.com/support-technical-requirements](https://icasassessments.com/support-technical-requirements)
- access to the internet
- the URL [icas.site/start](https://icas.site/start).

**Blank paper and pencils or pens may be used for any working.**

**Students are NOT allowed to use a calculator.**

### For the Teacher to complete on their device:

1. Go to the Assessments Portal at [icas.site/start](https://icas.site/start) and log in.
2. On the teacher dashboard click on **Supervise live test**. This screen will allow you to monitor your students' progress during the test.
3. Click **Create new test session**. Do this on test day at the scheduled sitting time.
4. An **8-character session code** will appear on your screen. Display this to all students.

### ON TEST DAY TEACHER'S SCRIPT

#### When all students are seated say:

You are going to complete the Reach Digital Technologies test.

- enter the URL [icas.site/start](https://icas.site/start)
- click on the **Reach** button on the login page
- enter the **session code**
- click **Next**
- enter your individual **one-time code** and click **Next**.

Once you have done this you will see a question on your screen: 'Are you ready to start your test?'

**Do not** click **Yes** until I tell you to.

Help students fill in the session code and their one-time codes.

#### Say:

Check that you are sitting the right test [insert the test subject and the paper].

Now click **Yes**.

Check that **your** name is showing on the screen.

You will also see 'Wait to begin'.

**Do not** begin until I tell you to.

Answer all questions. Your score will be the number of correct answers. Marks are **NOT** deducted for wrong answers.

#### For Papers A and B say:

There are 36 questions. You have 30 minutes to answer the questions.

#### For Papers C and D say:

There are 36 questions. You have 35 minutes to answer the questions.

#### For Papers E and F say:

There are 41 questions. You have 40 minutes to answer the questions.

#### For Papers G and H say:

There are 46 questions. You have 45 minutes to answer the questions.

#### Then say:

Do your rough work on the paper provided.

Once all the students are ready, click **Start session** on your **Supervise live test** screen. The students will now see their test.

#### Say:

You can now begin your test.

#### Start timing and monitor the time allowed. At the end of the test say:

Stop work and click **Finish**. You will see a question, 'Are you sure you want to finish the test?'

Click **Yes**. You should see the following message: 'Your test has been submitted'.

Click **Logout** and follow the prompts.

If a student has not reached the last question, they can click on the grid next to the question number to access the **Finish** button.

On your **Supervise live test** screen do the following:

- Check that all students have submitted their tests.
- Click the checkbox next to any student who has not submitted and then click **Submit student**.

# WRITING



## BEFORE TEST DAY

1. Check you can access the Assessments Portal by following the URL [icas.site/start](https://icas.site/start) and can locate the **Supervise live test** screen.
2. **Print student logins** from your teacher dashboard.
3. **Run the technical readiness** check on all student devices:  
[icasassessments.janisoninsights.com/pages/technical-readiness-technical-readiness](https://icasassessments.janisoninsights.com/pages/technical-readiness-technical-readiness).
4. Install the locked-down browser, called **Janison Replay**, onto each students' device.

## ON TEST DAY

Administer the assessment under examination conditions.

Dictionaries, mobile phones and other personal electronic devices are not permitted.

### Each student must have:

- their individual one-time code
- the session code (see instructions below)
- a device that meets the technical requirements on which the locked-down browser application has been downloaded: [icasassessments.com/support-technical-requirements](https://icasassessments.com/support-technical-requirements)
- access to the internet.

**Blank paper and pencils or pens may be used for any working.**

### For the Teacher to complete on their device:

1. Go to the Assessments Portal at [icas.site/start](https://icas.site/start) and log in.
2. On the Teacher dashboard click on **Supervise live test**. This screen will allow you to monitor your students' progress during the test.
3. Click **Create new test session**. Do this on test day at the scheduled sitting time.
4. An **8-character session code** will appear on your screen. Make this available to all students.

Note: If you are using Chromebooks, you should refer to the School Coordinator or IT specialist at your school for instructions on how to log out at the end of the test.

### ON TEST DAY TEACHER'S SCRIPT

#### When all students are seated say:

*You are going to complete the Reach Writing assessment.*

- *click on the Janison Replay icon on your desktop/home screen*
- *select **Start a test***
- *enter the **session code***
- *click **Next***
- *enter your individual **one-time code** and click **Next**.*

*Once you have done this you will see a question on your screen: 'Are you ready to start your test?'*

**Do not** click **Yes** until I tell you to.

Help students fill in the session code and their one-time codes.

#### Say:

*Check that you are sitting the right test [insert the test subject and the paper].*

*Now click **Yes**.*

*You will see **Wait to begin**.*

*You have 35 minutes to complete the task: 5 minutes planning, 25 minutes writing and 5 minutes to check your work.*

*You have a maximum of 450 words. The number below your writing space will tell you how many words you have left.*

*When you start the test you will be locked out of all other applications and programs on your device until you have completed and submitted your test.*

Once all the students are ready, click **Start session** on your **Supervise Live Test** screen. The students will now see their test.

#### Say:

*Now read the writing task and hints. Please raise your hand if there are any words you are unfamiliar with.*

*Do not start writing until I tell you to.*

#### Then say:

*Now spend the next 5 minutes planning your writing using the blank paper provided. Use the dot points in the Writing task to help you.*

#### Start timing. After 5 minutes say:

*You now have 25 minutes to complete your writing by typing into the Assessments Portal. Use the Back and Next buttons on the screen to move between the task and hints and your writing space.*

*You may go back to the Task screen at any time.*

#### After 25 minutes say:

*It is time to stop writing. You should spend the next 5 minutes checking your work. Use the hints to help with your editing.*

#### After 5 minutes say:

*Stop work and click **Finish**. You will see 'Are you sure you want to finish the test?' Click **Yes**.*

*You will see 'Your test has been submitted'. To exit the locked-down browser click **Logout** and follow the instructions.*

*Then click **Exit Janison Replay** and click **Yes**.*

On your **Supervise live test** screen do the following:

- Check that all students have submitted their tests.
- Click the checkbox next to any student who has not submitted and then click **Submit student**.\*

\* Further information on managing test delivery is available in Section 2 of the Reach Assessments User Guide (Spelling and Writing).

# SPELLING



## BEFORE TEST DAY

1. Check you can access the Assessments Portal by following the URL [icas.site/start](https://icas.site/start) and can locate the **Supervise live test** screen.
2. **Print student logins** from your teacher dashboard.
3. **Run the technical readiness** check on all student devices:  
[icasassessments.janisoninsights.com/pages/technical-readiness-technical-readiness](https://icasassessments.janisoninsights.com/pages/technical-readiness-technical-readiness).
4. Install the locked-down browser, called **Janison Replay**, onto each students' device.

## ON TEST DAY

Administer the assessment under examination conditions.

Dictionaries, mobile phones and other personal electronic devices are not permitted.

### Each student must have:

- their individual one-time code
- the session code (see instructions below)
- a device that meets the technical requirements on which the locked-down browser application has been downloaded: [icasassessments.com/support-technical-requirements](https://icasassessments.com/support-technical-requirements)
- access to the internet
- headsets/headphones.

**Blank paper and pencils or pens may be used for any working.**

### For the Teacher to complete on their device:

1. Go to the Assessments Portal at [icas.site/start](https://icas.site/start) and log in.
2. On the teacher dashboard click on **Supervise live test**. This screen will allow you to monitor your students' progress during the test.
3. Click **Create new test session**. Do this on test day at the scheduled sitting time
4. An **8-character session code** will appear on your screen. Make this available to all students.

Note: If you are using Chromebooks, you should refer to the School Coordinator or IT specialist at your school for instructions on how to log out at the end of the test.

## SPELLING

### ON TEST DAY TEACHER'S SCRIPT

#### When all students are seated say:

You are going to complete the Reach Spelling assessment.

- click on the **Janison Replay** icon on your desktop/home screen
- select **Start a test**
- enter the **session code**
- click **Next**
- enter your individual **one-time code** and click **Next**.

Once you have done this you will see a question on your screen: 'Are you ready to start your test?'

**Do not** click **Yes** until I tell you to.

#### Help students fill in the session code and their one-time codes. **Say:**

Check that you are sitting the right test [insert the test subject and the paper].

Now click **Yes**.

Check that **your** name is showing on the screen.

You will also see 'Wait to begin'. Do not begin until I tell you to.

Answer all questions. Your score will be the number of correct answers. Marks are **NOT** deducted for wrong answers.

When you start the test you will be locked out of all other applications and programs on your device until you have completed and submitted your test.

#### For Introductory Paper say:

There are 36 questions. You have 40 minutes to answer the questions.

#### For Paper A say:

There are 41 questions. You have 40 minutes to answer the questions.

#### For Paper B say:

There are 46 questions. You have 40 minutes to answer the questions.

#### For Paper C say:

There are 47 questions. You have 40 minutes to answer the questions.

#### For Paper D say:

There are 49 questions. You have 40 minutes to answer the questions.

#### For Paper E say:

There are 52 questions. You have 40 minutes to answer the questions.

#### Then say:

Do your rough work on the paper provided.

Once all the students are ready, click **Start session** on your **Supervise live test** screen. The students will now see their test. **Say:**

You can now begin your test.

#### Start timing and monitor the time allowed. At the end of the test say:

Stop work and click **Finish**. You will see a question, 'Are you sure you want to finish the test?'

Click **Yes**. You should see the following message: 'Your test has been submitted'.

To exit the locked-down browser click **Logout** and follow the instructions.

Then click **Exit Janison Replay** and click **Yes**.

If a student has not reached the last question, they can click on the grid next to the question number to access the **Finish** button.

On your **Supervise live test** screen do the following:

- Check that all students have submitted their tests.
- Click the checkbox next to any student who has not submitted and then click **Submit student**.\*

\* Further information on managing test delivery is available in Section 2 of the Reach Assessments User Guide (Spelling and Writing).

# GRAMMAR AND PUNCTUATION



## BEFORE TEST DAY

1. Check you can access the Assessments Portal by following the URL [icas.site/start](https://icas.site/start) and can locate the **Supervise live test** screen.
2. **Print student logins** from your teacher dashboard.
3. **Run the technical readiness** check on all student devices:  
[icasassessments.janisoninsights.com/pages/technical-readiness](https://icasassessments.janisoninsights.com/pages/technical-readiness) **technical-readiness**.

## ON TEST DAY

Administer the assessment under examination conditions.

Dictionaries, mobile phones and other personal electronic devices are not permitted.

### Each student must have:

- their individual one-time code
- the session code (see instructions below)
- a device that meets the technical requirements: [icasassessments.com/support-technical-requirements](https://icasassessments.com/support-technical-requirements)
- access to the internet
- the URL [icas.site/start](https://icas.site/start).

**Blank paper and pencils or pens may be used for any working.**

### For the Teacher to complete on their device:

1. Go to the Assessments Portal at [icas.site/start](https://icas.site/start) and log in.
2. On the teacher dashboard click on **Supervise live test**. This screen will allow you to monitor your students' progress during the test.
3. Click **Create new test session**. Do this on test day at the scheduled sitting time.
4. An **8-character session code** will appear on your screen. Make this available to all students.



### ON TEST DAY TEACHER'S SCRIPT

#### When all students are seated say:

*You are going to complete the Reach Grammar and Punctuation assessment.*

- enter the URL [icas.site/start](https://icas.site/start)
- click on the **Reach** button on the login page
- enter the **session code**
- click **Next**
- enter your individual **one-time code** and click **Next**.

*Once you have done this you will see a question on your screen: 'Are you ready to start your test?'*

**Do not** click **Yes** until I tell you to.

Help students fill in the session code and their one-time codes.

#### Say:

*Check that you are sitting the right test [insert the test subject and the paper].*

*Now click **Yes**.*

*Check that **your** name is showing on the screen.*

*You will also see 'Wait to begin'.*

**Do not** begin until I tell you to.

*Answer all questions. Your score will be the number of correct answers. Marks are **NOT** deducted for wrong answers.*

#### For Paper A say:

*There are 35 questions. You have 30 minutes to answer the questions.*

#### For Paper B say:

*There are 36 questions. You have 30 minutes to answer the questions.*

#### For Paper C say:

*There are 36 questions. You have 30 minutes to answer the questions.*

#### For Paper D say:

*There are 40 questions. You have 30 minutes to answer the questions.*

#### Then say:

*Do your rough work on the paper provided.*

Once all the students are ready, click **Start session** on your **Supervise live test** screen. The students will now see their test.

#### Say:

*You can now begin your test.*

#### Start timing and monitor the time allowed. At the end of the test say:

*Stop work and click **Finish**. You will see a question, 'Are you sure you want to finish the test?'*

*Click **Yes**. You should see the following message: 'Your test has been submitted'.*

*Click **Logout** and follow the prompts.*

If a student has not reached the last question, they can click on the grid next to the question number to access the **Finish** button.

On your **Supervise live test** screen do the following:

- Check that all students have submitted their tests.
- Click the checkbox next to any student who has not submitted and then click **Submit student**.

# Test Supervision Instructions

Reach Assessments™ for different year levels can be identified by the letter in the name of the assessment (for example Paper A is for Year 3 in Australia). The equivalent year levels for each country can be found below:

## YEAR LEVELS AND CORRESPONDING REACH PAPERS

Paper	INTRO	A	B	C	D	E	F	G	H
Australia <sup>1</sup>	Y 2	Y 3	Y 4	Y 5	Y 6	Y 7	Y 8	Y 9	Y 10
Brunei	NA	P 3	P 4	P 5	P 6	F 1	F 2, F 3	F 4	F 5
New Zealand/Pacific <sup>2</sup>	Y 3	Y 4	Y 5	Y 6	Y 7	Y 8	Y 9	Y 10	Y 11
Singapore	NA	P 2	P 3	P 4	P 5	P 6	Sec 1	Sec 2	Sec 3

1. All international schools registered have an 8-digit school code starting with 46 and should sit the papers according to the Australian year levels.

2. Pacific Region: Papua New Guinea and Fiji.

## TROUBLESHOOTING TIPS

ISSUE	SOLUTION
1 A student/ class has lost internet connection	<p><b>Brief loss of internet:</b> The message <i>'Communication with the test server has been lost. Reconnecting'</i> will appear on the student's screen. When internet connection is restored, the student will see the last question they were on.</p> <p><b>Significant internet loss:</b> Teacher must click <b>Pause</b> from the <b>Supervise live test</b> screen; this will pause the assessment. Click <b>Resume</b> session when the connection is restored.</p>
2 A student's device freezes, crashes or runs out of battery	<p>A student can restart their test by opening the test URL on the same or another device, followed by the session code and their one-time code.</p> <p>The student will appear locked on the <b>Supervise live test</b> screen. The teacher must click on the <b>Padlock icon</b> to unlock the student. The student will return to the last question they were on.</p>
3 A student needs to leave the room during the test (e.g. to go to the bathroom) or cannot complete their test (e.g. is sick)	<p>On the <b>Supervise live test</b> screen, the teacher needs to select the student and click <b>Pause student</b>. Click <b>Resume student</b> when the student is ready to return to their test.</p> <p>If the student is unable to complete the test on the day, please contact the Reach coordinator in your school to possibly reschedule the session for the student.</p>
4 A student accidentally submits their test	<p>Contact the Reach coordinator immediately to request approval to reopen the student test session. Once logged in, the Reach coordinator should navigate to the <b>Submitted</b> tab for the test, select the student and click the <b>Reopen candidate</b> button.</p>

Further information on how to manage the test delivery is available on the Reach Assessments support page at: [icasassessments.com/support-reach](https://icasassessments.com/support-reach).

## NEED HELP?

If you require assistance please contact the Reach Assessments coordinator in your school or your local representative.

© 2022 Copyright in this publication is owned by Janison Solutions Pty Limited, unless otherwise indicated or licensed by a third party. This publication and associated testing materials and products may not be reproduced, in part or whole, in any medium; and may not be distributed or sold to third parties except with the express permission of Janison Solutions Pty Ltd or the relevant copyright owner.

