Clarifications 1.

Request for tender – NAPLAN Online Functional Testing

|  |  |  |
| --- | --- | --- |
| Reference | QUESTION | CLARIFICATION |
| 1 | Given our experience with similar engagements, would the Contractor be able to implement a Core and Flex model?  This would mean that the Contractor will: * 1. Deploy a core team of test specialists that are available for ACARA engagement
	2. Enable the core team to train additional Contractor resources (Flex) for ACARA engagements
	3. Ramp up and down additional resources as per ACARA’s schedule outlined in this RFT.

This model allows ACARA to focus its training efforts on a core team of just two individuals, rather than investing in training all the Contractor’s resources. The Contractor will then take responsibility for managing the training and deployment of additional personnel, ensuring alignment with ACARA’s schedule. This approach is proposed to avoid the financial inefficiency of having the same individuals work intermittently, with periods of inactivity between engagements. | Training will be scheduled and provided by ACARA prior to each testing cycle for all testers involved. Repeat use of contract staff is supported and encouraged by ACARA to reduce the amount of training ACARA needs to implement prior to each cycle. In the scenario where returning testers have already received training, ACARA will utilise a 'buddy’ system to pair trained testers with untrained testers for teaching purposes. While ACARA has no concern with a Core and Flex model being applied, all training will be conducted inhouse by ACARA whether that is through direct training by ACARA in the scenario where all testers are untrained or through the use of a ‘buddy’ system where there are both previously trained and new untrained staff together. |
| 2 | Location – Is the Contractor  required to be onsite at the ACARA  offices in Sydney and Perth, or is remote work (e.g., work from home) acceptable? | Contractor staff will be required to be onsite at ACARA offices. Due to security reasons and the nature of the testing activities, work from home is not an option for testers. |