



Exam Supervisors Survey 2020

LISTENING AND RESPONDING

Thank you for providing feedback to help improve the processes and roles for sessional staff.

What was liked?	What were areas for improvement?
<ul style="list-style-type: none"> • Support by colleagues and school staff • Useful information to support the running of exam centres • Simple recruitment process • Training meeting • Would work in the role again 	<ul style="list-style-type: none"> • Exam centre logistics including roles and rostering • Employment including notification and HR forms • Resourcing including available work and shifts • Communications to be clearer and better structured • Response times for queries • Impact of Reasonable adjustments

How is TASC responding?	
New 2021 initiatives	Longer term (2022-23)
<p>Employment notifications</p> <ul style="list-style-type: none"> • Coordination of shared responsibility for the employment process of sessional staff, with earlier notification of employment a priority. <p>Exam Centre logistics</p> <ul style="list-style-type: none"> • Resolve issue to ensure candidate labels and the attendance roll match / are in same order, supplies checklist and other suggested improvements. <p>Shifts</p> <ul style="list-style-type: none"> • Emphasise that the number of shifts available may vary depending on the supervisor needs at your preferred exam centre. <p>Communications</p> <ul style="list-style-type: none"> • Restructure <i>Exam Supervisors Handbook</i> content to simplify, clarify and group content by the time period when tasks occur (ie before exams, during and wrap-up), new checklists and testing new resources with previous supervisors to ensure they are fit for purpose. <p>Response to queries</p> <ul style="list-style-type: none"> • Contact sheet for enquiries, a constantly updated FAQs document to answer common enquiries, explore potential for some routine enquiries to be able to be answered by staff other than the Assessment team. <p>Training</p> <ul style="list-style-type: none"> • Build on the success of the training and aim to better understand what aspects of training are the most useful, including getting feedback at the 2021 training day. 	<p>Resourcing</p> <p><i>Why this is challenging:</i></p> <ul style="list-style-type: none"> • Is a significant cost within TASC budget and the rates are set in the Regulations (passed by Parliament). <p><i>What can we do:</i></p> <ul style="list-style-type: none"> • Review exam supervision arrangements in other states for alternative approaches, explore potential cost/benefits of having a fixed exam supervisor cohort for each exam centre for the entire exam period (ie same staff each day of exams). <p>Reasonable adjustments</p> <p><i>Why this is challenging:</i></p> <ul style="list-style-type: none"> • TASC needs to accommodate student need to make exams accessible to all students. <p><i>What we can do:</i></p> <ul style="list-style-type: none"> • Explore how the impacts on exam supervisors could be reduced through communication, advice and reporting of reasonable adjustments required. <p>HR forms</p> <p><i>Why this is challenging:</i></p> <ul style="list-style-type: none"> • The HR forms and processing are provided by DoE HR who provided HR payment services for TASC staff. <p><i>What we can do:</i></p> <ul style="list-style-type: none"> • Explore if we can advise on use of software that would allow supervisors to submit an electronic version of HR forms.

More information:

See the [detailed survey findings from the Exam Supervisors Survey on 2020 Exams](#).