

# Exam Supervisor Coordinator & Supervisor Employment Guide



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# INTRODUCTION

The information in this guide aims to give a brief overview of your employment as either an External Assessment Supervisor Coordinator or External Assessment Supervisor for the Office of Tasmanian Assessment, Standards and Certification (TASC).

TASC's External Assessments Supervision Team provides essential support for Tasmanian senior secondary students' external exams. Your role as either an External Assessment Supervisor Coordinator or External Assessment Supervisor ensures the efficiency, security, and confidentiality of the exam process. Your contribution to the integrity of the Tasmanian Certificate of Education helps TASC to ensure it is a competitive and highly regarded qualification nationally and internationally.

Your role as either an External Assessment Supervisor Coordinator or External Assessment Supervisor helps ensure the smooth operation of your Exam Centre. We acknowledge the commitment, work and responsibility that is undertaken in this role.

We look forward to working with you through the TASC senior secondary exams and look forward to welcoming you again in future years.

# UNDERSTANDING YOUR ROLE

## EXTERNAL ASSESSMENT SUPERVISOR COORDINATORS AND EXTERNAL ASSESSMENT SUPERVISORS

Every year TASC employs suitably qualified Supervisor Coordinators and Supervisors to administer the end-of-year exams (external assessments) at endorsed Exam Centres around the state in line with TASC's instructions.

Supervision is a vital part of the exam system. External Assessment Supervisor Coordinators and External Assessment Supervisors must thoroughly read these instructions and ensure that they are properly carried out.

### SUPERVISOR COORDINATOR

TASC appoints an External Assessment Supervisor Coordinator for each Exam Centre. The Supervisor Coordinator is a senior role and takes on responsibility for the running of the Exam Centre.

Each Supervisor Coordinator is provided with a list of approved applicants for External Assessment Supervisor positions in their local area from which their team will be selected.

### SUPERVISOR

A team of External Assessment Supervisors are appointed to supervise each exam session held at the Exam Centre.

All Supervisors are to have the welfare of exam candidates as their first consideration. They are to approach their duties with a sympathetic understanding of the stresses candidates are experiencing and, consequently, should carry out their tasks with quiet and unobtrusive efficiency, using a supportive and kind manner and tone in all dealings with candidates.

The Supervisors will be responsible for ensuring that the general instructions provided to candidates are followed, and are also responsible for ensuring that candidates use no unfair means during an exam, whether by communicating with each other or by using books, notes or any devices that have not been expressly authorised by TASC.

### EXAM ROOMS

No persons other than TASC appointed External Assessment Supervisor Coordinators, External Assessment Supervisors, TASC officers and candidates are permitted to enter the exam room. This includes teachers or school staff without the prior approval from TASC.

### SUPERVISOR CONDUCT

External Assessment Supervisors are to use the scripts provided by TASC to make announcements during exams.

External Assessment Supervisors must be careful to keep any noise you make to a minimum and avoid anything which may disturb candidates e.g. loud tapping, loud exhalations.

You can move quietly among candidates at intervals without disturbing them, and must not congregate, chat, read (e.g. novels, newspapers, magazines), do crosswords, play music, use mobile phones and other devices, listen to the radio, knit, wear earphones or sleep whilst an exam is in progress.

Conversations must be restricted to what is necessary between External Assessment Supervisors and candidates for the duration of an exam. External Assessment Supervisors must not stand behind candidates, look over their shoulders, or stand next to them for any length of time.

## EXTERNAL ASSESSMENT SUPERVISOR NUMBERS

External Assessment Supervisor Coordinators are responsible for ensuring they have enough External Assessment Supervisors attending to supervise exams in accordance with the guidelines below:

- For **45 or fewer candidates**, at least two External Assessment Supervisors must be present during the whole of an exam in each exam room (except when fewer than four candidates are present; with the one External Assessment Supervisor to be able to summon an additional Supervisor to the exam room without leaving the room).
- When candidates of both sexes are present, External Assessment Supervisors of both sexes must also be present.

Additional External Assessment Supervisors will be needed:

- for **more than 45 candidates** in one exam room, have one additional External Assessment Supervisor for each additional 30 candidates (or part thereof)
- when additional exam rooms are required, for example:
  - to accommodate reasonable adjustments
  - if the exam includes an aural (listening) component, as this must be in a separate room to any other exam.

## EXAM CENTRE ROSTERING

External Assessment Supervisor Coordinators are responsible for rostering External Assessment Supervisors on behalf of TASC.

You will be sent a list of people in your area who have been recruited by TASC to be External Assessment Supervisors. Only people whose names appear on the list can only be rostered to perform these roles. No other additional people can be employed.

TASC, as part of the Tasmanian State Service, must promote equity in employment, providing workplaces free from discrimination and recognising and utilising the diversity of the community we serve.

External Assessment Supervisor Coordinators are to provide each External Assessment Supervisor with a copy of the *External Assessment Supervisor Handbook 2021* and advise each team member to carry their Registration to Work with Vulnerable People (RWVP) card.

We encourage you to bring your team together for a half day of training in the week prior to the exam period. Each External Assessment Supervisor who attends will be eligible to claim payment a half day of training at the External Assessment Supervisor rate.

External Assessment Supervisor Coordinators must keep a record of all the sessions each External Assessment Supervisor works to verify External Assessment Supervision claim forms.

External Assessment Supervisor Coordinators must provide TASC with the draft schedule of the Exam Centre roster to [jobs@tasc.tas.gov.au](mailto:jobs@tasc.tas.gov.au) prior to the start of the first written exam. You will be provided with a blank timetable to fill out.

## DECLARING PERSONAL INTEREST (IF YOU KNOW A CANDIDATE)

External Assessment Supervisors are not to supervise in an exam room with a candidate in whom they have a **personal interest**. External Assessment Supervisor Coordinators must check whether their Supervisors have **any** personal interest in any candidate sitting an exam at that centre. As part of the application process TASC requires all applicants to lodge a Confidentiality and Conflict of Interest Declaration.

## PAYMENT INFORMATION

All current payment rates and information can be found on the TASC website [Employment page](#). Please note, these rates are updated each year on 1 July.

# CONFIDENTIALITY OF INFORMATION

## PRIVILEGED INFORMATION

External Assessment Supervisor Coordinators or External Assessment Supervisors may have access to privileged information about assessment practices and procedures, assessment instruments (such as exam papers), or to results (whether it be on an individual, school, or state-wide basis.) All information belongs to TASC and must be treated as confidential.

Public comments about assessment practices, procedures and results can only be made by the Executive Officer of TASC, or their nominee.

TASC must be advised of any conflict of interest, potential or otherwise, which may arise due to involvement in any part of the external assessment process.

## EXAM INTEGRITY

It is vital that the security and integrity of every TASC exam is maintained, both before and after each exam.

Exam papers must always remain confidential and must not be discussed with, or information divulged to, anyone other than the External Assessment Supervisor Coordinator and External Assessment Supervisor. External Assessment Supervisors must not have access to the exam papers prior to the exam being held. Exam papers can only be discussed with TASC staff.

It is the responsibility of the External Assessment Supervisor Coordinator to ensure that the exam papers and associated materials are always kept under tight security and that there is no unauthorised access.

## EXAM CONFIDENTIALITY

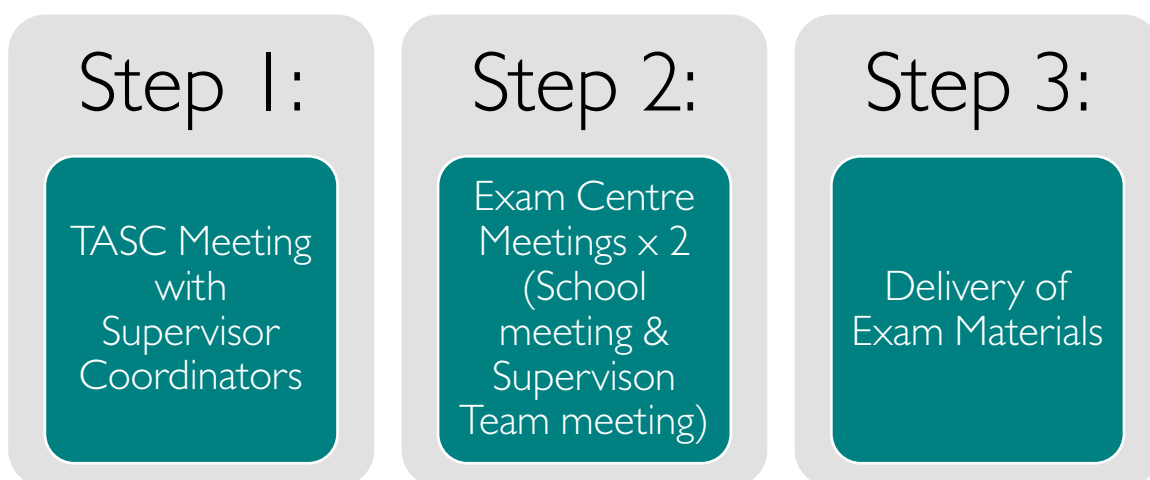
Be circumspect in who you advise about your role before the exams are held.

All information gained from the supervision process must remain strictly confidential. Under no circumstances should information be discussed or divulged to anyone not directly involved in the process. Matters related to the supervision process can only be discussed with TASC staff.

Under no circumstances should anyone involved in the supervision process make any form of comment about the candidates, school, or other exam processes. Issues can only be discussed with either the External Assessment Supervisor Coordinator or TASC staff

# PREPARATION

## PROCESS OVERVIEW



### STEP 1: TASC MEETING WITH SUPERVISOR COORDINATORS

TASC will hold a meeting with all External Assessment Supervisor Coordinators prior to exams.

### STEP 2: EXAM CENTRE MEETINGS

As soon as possible after TASC has sent out information related to each Exam Centre and prior to the commencement of the exams, External Assessment Supervisor Coordinators must meet with the Principal and/or the TASC Liaison Officer (TLO) of your school to discuss arrangements for the exams.

In 2021, schools are also required to provide a COVID-safe school contact. This person may be the TLO or another senior staff member who is the usual school contact for Exam Centres, or it may be someone else. The role of the school contact is to help you ensure COVID-safe practices are established and working well at the Exam Centre.

In most schools External Assessment Supervisor Coordinators will deal with the TLO for routine matters, so it is important to know who carries out this role. The following will need to be discussed:

- the arrangement and capacity of exam rooms
- COVID-safe practices using the *Exam Centre COVID-Safe Checklist*
- access to and security of exam papers and stationery – keys must be provided for both the External Assessment Supervisor Coordinator and another External Assessment Supervisor
- procedures for emergency evacuation of candidates, including the possibility of a 'holding area', contact details for school first aid and facilities officers
- arrangements for candidates granted reasonable adjustments, especially adjustments such as the use of computers, scribes, readers etc. where relevant
- assistance from school staff to verify of the appropriateness of a candidate's calculator.

You should also hold a half day of training for your exam supervision team to go over their roles and how the exam centre will operate in the week prior to the exam period.



## STEP 3: DELIVERY OF EXAM MATERIALS

This process is currently under review and may be changed in 2021.

All External Assessment Supervisor Coordinators and External Assessment Supervisors will be informed of the official process in the coming months.

Exam papers will be delivered in the week before commencement. Included with the exam papers will be an *Exam Paper Packaging List Report*, which outlines the number of candidates sitting for each exam and the number of packs that have been provided.

Both an External Assessment Supervisor Coordinator and External Assessment Supervisor are required to re-check together that the number of packs for each course are contained within the exam container. Both an External Assessment Supervisor Coordinator and an External Assessment Supervisor are then required to sign the sheet verifying the correctness of the packs provided. An External Assessment Supervisor Coordinator **must** advise TASC immediately if a package is unsealed or has been opened.

An External Assessment Supervisor Coordinator must notify TASC before 2:00pm on the Thursday before exams commence to confirm that checking has taken place and all materials are correct and present.

An External Assessment Supervisor Coordinator and an External Assessment Supervisor **must** check that they have sufficient materials for each session. Any shortages must be reported to TASC **immediately**.

In past years exam papers and associated materials have been delivered in sealed parcels within locked, steel trunks. Two keys to the trunks were provided at the External Assessment Supervisors Coordinators Meeting by a TASC officer – one for the External Assessment Supervisor Coordinator and one for an External Assessment Supervisor, with trunks also containing candidate labels for all exams.

### QUESTIONS?

If you have questions, or are unsure about any aspect of your role:

- speak with the External Assessment Supervisor Coordinator in the first instance
- questions that cannot be resolved can be sent to the TASC Assessment Team at [tasc.assessment.team@tasc.tas.gov.au](mailto:tasc.assessment.team@tasc.tas.gov.au)