



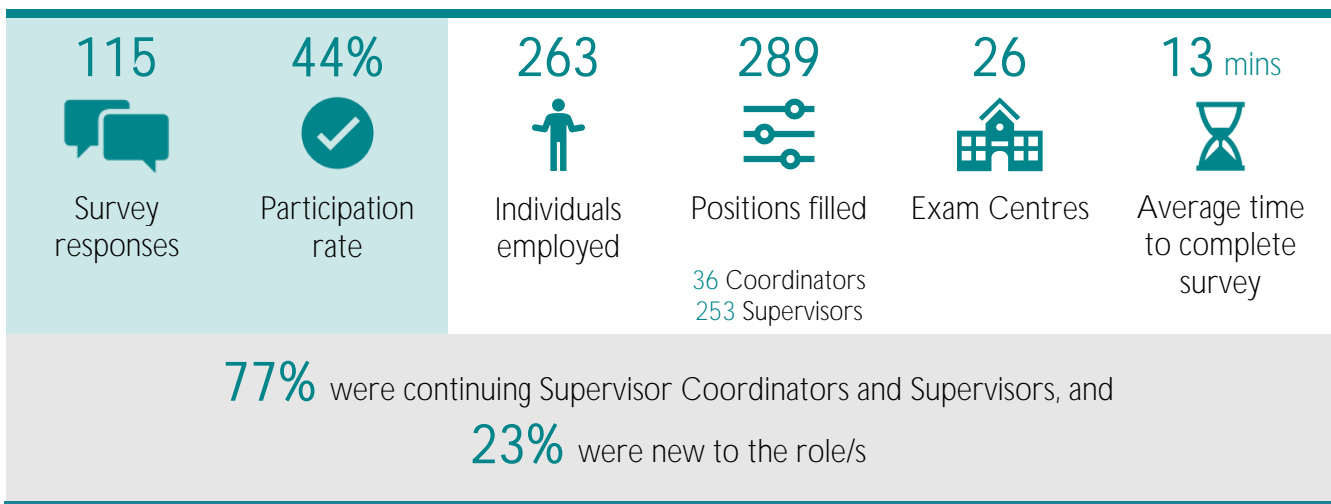
2021 EXAM SUPERVISOR SURVEY

SUMMARY

Overall, we heard Supervisor Coordinators and Supervisors:

- are positive about the role and supports provided
- find recent improvements useful
- want to continue working with TASC and would refer a friend to work with TASC
- want earlier notification of employment
- see the future of exams changing
- said the priority for longer term improvement is the impact of reasonable adjustments on exam centres
- could have improved participation in the survey to provide feedback and continue improving exam supervision processes.

WHO WE HEARD FROM



WHAT WE HEARD

WORKING WITH TASC



97% would refer a friend to work with TASC

85% intend to reapply in 2022 (inc. 3% for a different TASC role)

14% have not yet decided



97% felt interactions between people they worked with were respectful



2021 EXAM SUPERVISOR SURVEY



96%

felt role(s) and expectations were clearly communicated



93%

felt that staff at schools provided sufficient support for the running of the exam centres



93%

felt they were able to give and receive open and constructive criticism to Coordinators/ Supervisors/ TASC



91%

felt TASC provided the tools and resources to complete the job well

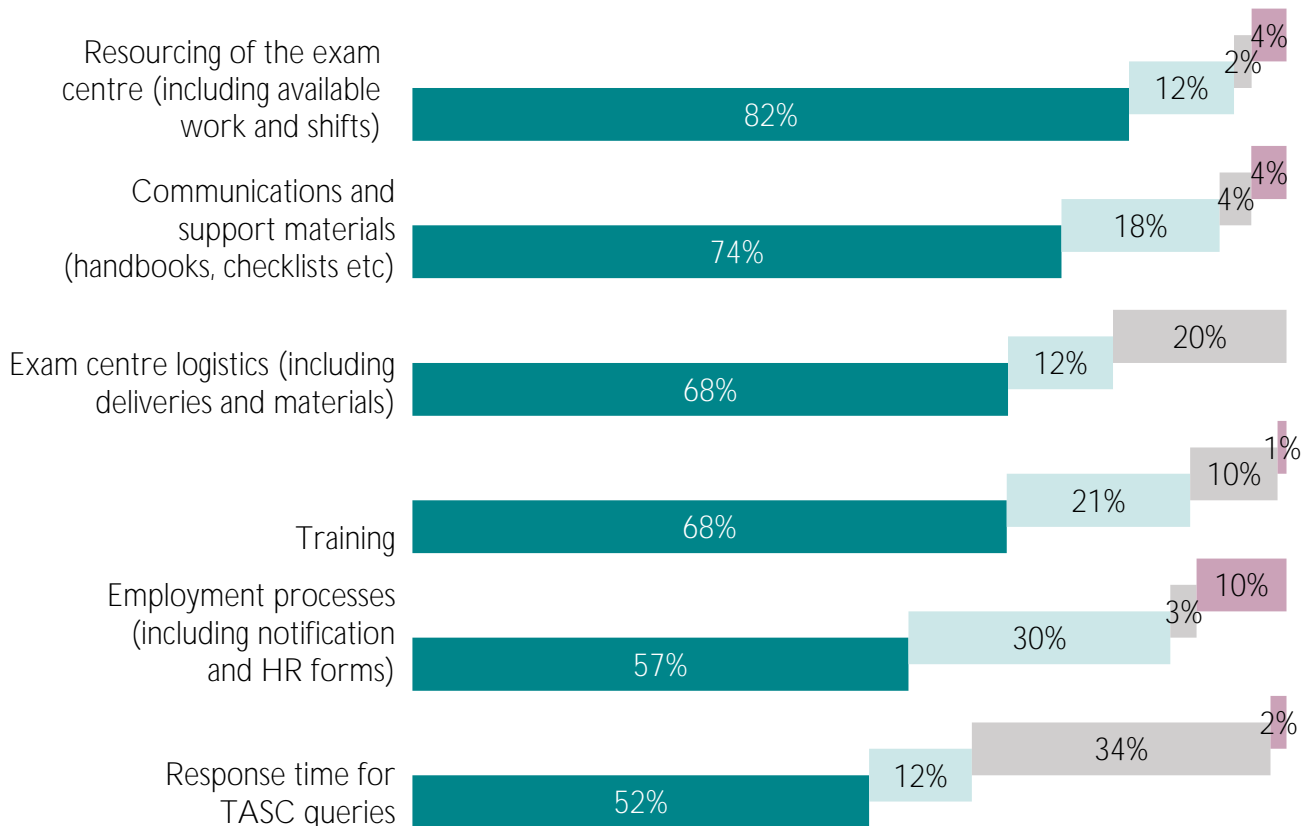
“Overall I feel a certain amount of satisfaction at end of examination period to know we have made students feel comfortable while attending their exams without any complications.”

“Earlier notification of acceptance of employment. Is it necessary for past supervisors to who have proven to give satisfactory service previously to fill out the criteria for employment again?”

“Consistent instructions to be strictly followed through all the centres.”

SUPERVISOR COORDINATOR/SUPERVISOR ROLE

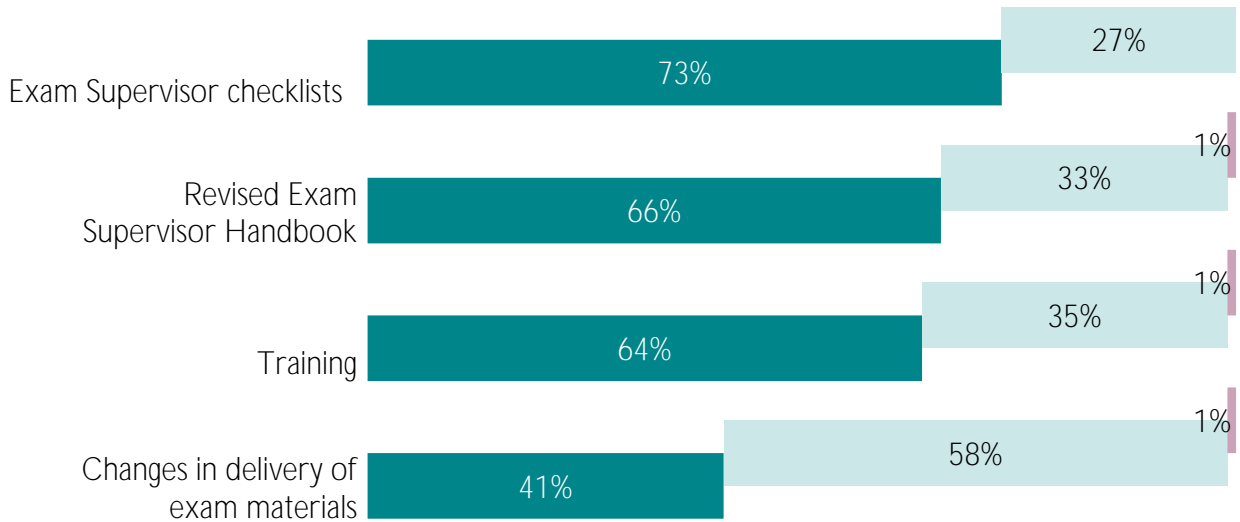
The supervisor processes were: ■ Excellent/Above Average ■ Average ■ N/A ■ Below Average





2021 EXAM SUPERVISOR SURVEY

The improvements following last year's survey were: ■ Useful ■ Neutral/ N/A ■ Not Useful



“The exam procedure and training was excellent.”

“Notification of gaining position not early enough as application was in a long time before being advised I had gained the position.”

“Payment at an hourly rate.”

“Having done this work for many years it is apparent there has been a steady refining and improvement over the years. The process runs smoothly and efficiently to benefit the students involved.”

“In the Room Detail sheet (bright green) please provide greater space for toilet details. We have to rule our own columns.”


“A mode (trolley etc or a functional lift) to carry exam booklets from a secure place to prep room would be helpful.”

“Improved logistics (comms from TASC) re employment status.”

THE FUTURE




The priority focus for longer-term improvement should be:


1. Reasonable adjustments and their impact on exam centres 
2. Coordinator and Supervisor payments and conditions
3. TASC employment processes and timing
4. Staffing arrangements – alternatives such as having same staff for entire exam period.

What the future (5yrs+) of the exams might look like:

32% → think that there will be no or little change

25%  talked about digitised/online assessment

10%  think it will continue to improve

9%  think Reasonable Adjustments will be challenging/increase or change

7%  were unsure of the future

6%  offered suggestions of future improvements.