



POSITION DESCRIPTION

Position Title:	Exam Supervisor In Charge
Classification:	HEW 1.3 - 2.2
Establishment No.:	N/A
Reporting to title & establishment / position No.:	Employer (External Agency)
School/Office:	Assessment and Graduation Unit/Student Progression
Division:	Student Experience Office/Pro-Vice Chancellor Students/People and Advancement
Employment Type:	Contract Position FTE: N/A

Context:

Western Sydney University is a major urban university spread over six campuses in Greater Western Sydney, a region of great opportunity, diversity, challenge and growth. The University has a strong connection to Greater Western Sydney, working with its communities and businesses to contribute to the region's growth. The University is culturally diverse, with 2,500 staff and 40,000 students drawn from Australia and around the world.

The University strategic plan, *Securing Success: 2015-2020 Strategic Plan*, articulates the University's values and commitments of being:

- 1) A Distinctively Student-Centred University;
- 2) A Research-Led University with Regional, National and Global Impact;
- 3) A Unique Learning Experience that is Innovative, Flexible and Responsive;
- 4) An Expanding International Reach and Reputation;
- 5) A Leading Advocate and Champion for the Greater Western Sydney Region and its People;
- 6) A Dynamic and Innovative Culture that Secures Success.

The Student Experience Office is responsible for the effective and efficient management of all student and academic administration matters and relevant support systems. The Student Experience Office provides services and support to the University's internal and external clients through work teams in the areas of:

- Student Progression, including Assessment and Graduation; Student Enquiry and Information Services
- Admission and Enrolment, including Fees and Student Finance
- Student Systems and Records, including Courses and Timetabling.

The Assessment and Graduation Unit is responsible for the maintenance and management of all assessment, progression and graduation related functions for the University and The College including exam timetabling; logistical management of all associated exam processes; results processing; management of progression processes; and coordination of graduation processes.

The University's *Securing Success 2015 – 2020* strategic plan places students and 'the primacy of the student experience' at the core of the University's vision in order to be a distinctively student-centred university. Central to achieving the University's student-centred approach is to align academic and personal support at all stages of the Student Lifecycle.

Position Purpose:



POSITION DESCRIPTION

The Exam Supervisor in Charge (SIC) is responsible for running of exams in the designated exam room as directed by Exam Centre Officers and the Assessment Team in accordance with exam procedures and policies.

The role requires leadership and organisation skills in order to direct, support and provide hands-on training to Assistant Supervisors (AS).

The role requires organisation of exam room activities and paperwork, ensuring exams are run to schedule, student conduct is managed, and exams are appropriately supervised at all times. The role aims to create a quiet relaxed atmosphere that optimises the student experience in their exams.

The SIC must always act in a professional and courteous manner with students, university staff and other exam supervisors.

Major Responsibilities	Accountabilities
1. Maintain knowledge of University exam procedures.	1. Complete any required training or tests, be familiar with the contents of the University exam supervisor manual, and bring the current manual to each exam.
2. Follow University exam procedures, policies and reasonable directions by Exam Centre Officers and the Assessment Team.	2. Exams are conducted according to exam procedures and any reasonable directions of authorised exam staff.
3. Report to the Exam Centre, sign the roster and collect all exam material ensuring they have the correct exam papers for the assigned room.	3. All exam material is collected in a timely manner and any delays or issues are reported or addressed promptly.
4. Set up the exam room ensuring that there are adequate desks and materials, Assistant Supervisors are briefed, and exam papers are correctly laid out as per instructions in the current Exam Supervisor Manual.	4. Exam papers are distributed according to University exam procedures, and Assistant Supervisors receive appropriate instructions.
5. Ensure students are correctly identified and admitted to the exam room ensuring that only permissible materials are allowed into the room.	5. Student attendance at exams is accurately recorded, and exams are undertaken in accordance with instructions.
6. Read announcements to students as provided with exam papers.	6. Students receive the correct instructions for their exam.
7. Start and finish exams on time and supervise students throughout.	7. Exams are conducted in a timely manner and exam conditions are maintained throughout.
8. Report all incidents including student misconduct according to the procedures in the exam supervisor manual completing the appropriate incident report.	8. All incidents in exams are reported in a timely manner, reports are in the correct format and are clear and concise.
9. Complete all required paperwork and keep all	9. All exam materials are accounted for and the integrity of exam papers are maintained.



POSITION DESCRIPTION

<p>exam materials secure.</p> <p>10. Return all exam materials at the completion of the exam to the exam centre as detailed in the exam supervisor manual.</p> <p>11. Upon completion of an exam the SIC must ensure that the exam room is organised in an appropriate manner for the next exam.</p> <p>12. Contribute to the ongoing improvement of exam supervision and management</p>	<p>10. All exam materials are returned.</p> <p>11. Exam rooms are secured and their condition is maintained.</p> <p>12. Provide feedback to the Exam Centre on the performance of assistants, any issues in the exam and suggested improvements to exam processes.</p>
<p>Work Health & Safety Requirements</p>	<p>All exam supervisors are required to:</p> <ul style="list-style-type: none"> • Take reasonable care for their own health & safety • Take reasonable care for the health and safety of others including the implementation of risk control measures within their control • Comply with all reasonable instructions by the University • Participate in activities and programs designed to improve health and safety • Report potential hazards and incidents in the workplace • Notify their supervisor of any injuries or illness that occurs in their workplace • Complete an online Work Health Safety test prior to commencing work
<p>University Expectations</p>	<p>All exam supervisors are expected to:</p> <ul style="list-style-type: none"> • Contribute to the efficient and effective functioning of exams. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed; • Identify any potential conflicts of interest as soon as they are apparent; • Maintain the confidentiality and security of exam materials; • Meet a reasonable standard of personal presentation and hygiene in line with the professional University environment, and comply with any dress code. • Read, understand and comply with relevant University policies and procedures; • Complete all mandatory training such as WHS, on line and/or face-to-face exam supervisor training prior to commencing duties. • Demonstrate understanding of the principles of anti-discrimination, staff and student equity, work health and safety and other relevant legislation, and show the willingness and capacity to implement equal employment opportunity and work health and safety plans, policies and programs.



POSITION DESCRIPTION

Key Relationships to Position	Purpose of Relationship
<p>Internal (<i>within</i> Western Sydney University): Assessment & Graduation Unit</p>	<p>Receive some direction, advice and assistance in regard to overall responsibilities and day-to-day work as required.</p>
<p>Other University staff – e.g. Academics, School administration staff, Security etc.</p>	<p>Work cooperatively with university staff to maintain exam conditions and comply with reasonable requests or directions.</p>
<p>External (<i>outside</i> Western Sydney University): Contracted Exam Centre Officers</p>	<p>Receive direction, advice and assistance in regard to overall responsibilities and day-to-day work as required.</p>
<p>Contracted Assistant Supervisors</p>	<p>Give direction and support in all exam supervision matters, provide hands on training as required.</p>
<p>Assign Recruitment</p>	<p>Promptly notify of any absence or lateness, respond to requests for information, communicate appropriately regarding rosters and availability</p>

Key Challenges of the Position:

- Ensure the smooth running of exams in accordance with exam policy and procedures, including delivery of instructions to students, monitoring and addressing distractions, and verification of student identities.
- Supervise exams and monitor and address cases of student misconduct.
- Continually keep up to date with knowledge of exam policies and procedures.
- Remain calm and show leadership when dealing with stressful or unexpected situations.
- Provide professional high level customer service to students and endeavour to create quiet relaxed atmosphere in exams.
- Actively problem solve incidents during exams, using discretion and judgement in referring more complex cases to Exam Centre Officers.
- Work under pressure unsupervised and effectively prioritise workload to ensure all deadlines are met.
- Demonstrate high levels of discretion and integrity and maintain the security and confidentiality of exam materials at all times.
- Physical fitness and mental alertness to ensure consistent provision of exam supervision while being required to stand/walk for several hours at a time.
- Proven flexibility and adaptability to an ever-changing, complex service environment
- Computer literacy skills including basic understanding of Microsoft Word, Excel, and the ability to send/receive emails, and complete online forms.



POSITION DESCRIPTION

Delegations Exercised	Recommendations Expected
This position does not have formal delegations.	The position is expected to provide feedback to the Assessment Team regarding the continuous improvement of exams offered to Western Sydney University students.

Mandatory Training Requirements:
<ul style="list-style-type: none">• Work Health and Safety Training• Exam Supervisor in Charge face-to-face Training• Any online training or tests provided by the University or employer, as required

Selection Criteria:
<ol style="list-style-type: none">1. Demonstrated organisational skills and the ability to meet deadlines by organising, monitoring and collaboration with others while creating a calm and relaxed environment.2. Demonstrated capacity to understand and implement policies and procedures ensuring those under your supervision also adhere to those policies and procedures.3. Well-developed interpersonal and oral communication skills including the ability to show leadership in unexpected situations.4. Demonstrated ability to work independently and as part of a team remaining customer focused and alert while paying attention to detail.

Position description approved by:
Date position description last reviewed: 3 0 / 0 7 / 1 6