



POSITION DESCRIPTION

Position Title:	Exam Assistant Supervisor
Classification:	HEW 1.2
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 Assistant (AS) assists the Supervisor In Charge (SIC) to run exams in the designated exam room as directed by the Exam Centre and Assessment Team in accordance with exam procedures and policies.

The role requires the AS to follow the directions of the SIC, assist in exam room activities and paperwork, ensure exams are run on time, deal with student conduct or misconduct within the exam room, supervise the exam and endeavour to create a quiet relaxed atmosphere.

The AS must always act in a professional and courteous manner, act as SIC from time to time when requested.

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 the Exam Centre and 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 assist the SIC to 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. Follow directions from the SIC and assist the set up the exam room ensuring that there are adequate desks and materials, 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.
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 any conditions that relate to the exam.
6. Read announcements to students as provided with exam papers if requested.	6. Students receive the correct instructions for their exam.
7. Help start and finish the exam on time and supervise students throughout the exam.	7. Exams are conducted in a timely manner and exam conditions are maintained throughout.
8. Report all incidents including student misconduct to the SIC in the first instance and ensure appropriate incident report are completed.	8. All incidents in exams are reported in a timely manner, reports are in the correct format and are clear and concise.
9. Help complete all required paperwork and keep all exam materials secure.	9. All exam materials are accounted for and the



POSITION DESCRIPTION

<p>10. Help with the return all exam materials at the completion of the exam to the exam centre as detailed in the exam supervisor manual.</p> <p>11. Help 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 style="text-align: right;">integrity of the exam paper is maintained.</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 any issues of concern, 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 • 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.

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</p>



POSITION DESCRIPTION

<p>Other University staff – e.g. Academics, School administration staff, Security etc.</p>	<p>as required.</p> <p>Work cooperatively with university staff to maintain exam conditions and comply with reasonable requests or directions.</p>
<p>External (<i>outside Western Sydney University</i>): Contracted Exam Centre Officers</p> <p>Contracted Supervisors in Charge</p> <p>Assign Recruitment</p>	<p>Receive direction, advice and assistance in regard to overall responsibilities and day-to-day work as required.</p> <p>Follow directions and provide support in all exam supervision matters</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:

- Help 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, identify, report and help address cases of student misconduct.
- Continually keep up to date with knowledge of exam policies and procedures.
- Remain calm and follow directions when responding to stressful or unexpected situations.
- Provide professional high level customer service to students and help create a quiet relaxed atmosphere in exams.
- Help problem solve incidents during exams, using discretion and judgement in referring issues to Supervisors in Charge or Exam Centre Officers.
- Help 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.

Delegations Exercised

Recommendations Expected



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 Any online or face-to-face 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 follow instructions and meet deadlines while creating a calm and relaxed environment. 2. Demonstrated capacity to understand and implement policies and procedures. 3. Well-developed interpersonal and oral communication skills including the ability to respond to unexpected situations in a professional manner. 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:
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