



## POSITION DESCRIPTION

<b>Position Title:</b>	Casual Education Support Services Staff - Scribes, Readers and Individual Exam Arrangements Supervisor in Charge	
<b>Classification:</b>	HEW 1.3 – 2.1	
<b>Establishment No.:</b>	N/A	
<b>Reporting to title &amp; establishment / position No.:</b>	Employer (External Agency)	
<b>School/Office:</b>	Assessment and Graduation Unit/Student Progression	
<b>Division:</b>	Student Experience Office/Pro-Vice Chancellor Students/People and Advancement	
<b>Employment Type:</b>	Contract Position	<b>FTE:</b> 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 Disability Service operates within Student Support Services. The Disability Service is responsible for the provision of 'reasonable adjustments' to enable students with a disability or health condition to complete their studies. Reasonable adjustments include the provision of exams in accessible format, exam supervision and practical academic assistance during exams. The work of the Disability Service is underpinned by the Disability Discrimination Act 1992 and the Educational Standards 2005.

The University's Securing Success 2015 – 2020 strategic plan places students and 'the primacy of the student



## POSITION DESCRIPTION

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:

Scribes, Readers and Individual Exam Arrangements Supervisors in Charge (IEA SIC) are responsible for running exams for students with disabilities 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.

Scribes, Readers and IEA SICs play a vital role in ensuring students with disabilities are provided with appropriate support for undertaking exams.:

- The principal task of the scribe is to write down or type the dictated answers of the student during the exam
- The role of the reader is to work one-on-one with the student to read all written exam material.
- The primary role of the exam supervisor is to supervise the exam and make sure that the exam environment is maintained until the exam has been completed

The role may be allocated to assist with supervising, scribing and reading in exams.

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 IEA 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. Conduct exams 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. Collect all exam material in a timely manner, and report any delays or issues promptly.
4. Check that all exam adjustments are implemented as specified on the student's Academic Integration Plan (AIP).	4. Conduct the exam in accordance with the adjustments specified on the student's AIP.
	5. Distribute exam papers according to



## POSITION DESCRIPTION

<ol style="list-style-type: none"> <li>5. 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.</li> <li>6. Ensure students are correctly identified and admitted to the exam room ensuring that only permissible materials are allowed into the room.</li> <li>7. Read announcements to students as provided with exam papers.</li> <li>8. Start and finish exams on time, and supervise students throughout.</li> <li>9. Report all incidents including student misconduct according to the procedures in the exam supervisor manual completing the appropriate incident report.</li> <li>10. Complete all required paperwork and keep all exam materials secure.</li> <li>11. Return all exam materials at the completion of the exam to the exam centre as detailed in the exam supervisor manual.</li> <li>12. Upon completion of an exam the exam room is organised in an appropriate manner for the next exam.</li> <li>13. Contribute to the ongoing improvement of exam supervision and management</li> </ol>	<p>University exam procedures, and instruct Assistant Supervisors appropriately.</p> <ol style="list-style-type: none"> <li>6. Accurately record student attendance at exams, and exams are conducted in accordance with instructions.</li> <li>7. Provide students with the correct instructions for their exam.</li> <li>8. Conduct exams in a timely manner and maintain exam conditions throughout.</li> <li>9. Report all incidents in exams in a timely manner, reports in the correct format and that are clear and concise.</li> <li>10. All exam materials are accounted for and the integrity of exam papers is maintained.</li> <li>11. All exam materials are returned.</li> <li>12. Exam rooms are secured and their condition is maintained.</li> <li>13. Provide feedback to the Exam Centre on the performance of assistants, any issues in the exam and suggested improvements to exam processes.</li> </ol>
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**Work Health & Safety Requirements**

All exam supervisors are required to:

- 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

**University**

All exam supervisors are expected to:



## POSITION DESCRIPTION

### Expectations

- 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

**Internal** (*within* Western Sydney University):  
Assessment & Graduation Unit

Receive some direction, advice and assistance in regard to overall responsibilities and day-to-day work.

Other University staff – e.g. Academics, School administration staff, Security etc.

Work cooperatively with university staff to maintain exam conditions and comply with reasonable requests or directions.

**External** (*outside* Western Sydney University):  
Contracted Exam Centre Officers

Receive direction, advice and assistance in regard to overall responsibilities and day-to-day work as required.

Contracted Assistant Supervisors

Give direction and support in all exam supervision matters, provide hands on training as required.

Assign Recruitment

Promptly notify of any absence or lateness, respond to requests for information, communicate appropriately regarding rosters and availability

### Key Challenges of the Position:

- Ensure the smooth running of exams in accordance with policy and procedures, including verifying student identities, delivering instructions, monitoring conduct and addressing any issues or distractions.



## POSITION DESCRIPTION

- Providing appropriate support and assistance to students with a disability in their exams while also ensuring that exam conditions are maintained and that students do not receive any assistance other than what has been authorised on their AIP.
- 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.

<b>Delegations Exercised</b>	<b>Recommendations Expected</b>
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:**

- Work Health and Safety Training
- Training provided by the University in IEA exam supervision and the role of a scribe and reader
- Any online or other face-to-face training or tests provided by the University or employer, as required

### **Selection Criteria:**

1. Proficiency with the English language, demonstrating a high standard of written expression and reading skills.
2. Capacity to record notes for specialty subjects and various subject areas.
3. Demonstrated proficiency in interpersonal communication skills, including the ability to liaise with students, academics and support staff and show leadership in unexpected situations.



**POSITION DESCRIPTION**

- 4. Demonstrated proficiency in computer literacy and experience in standard computer desktop software.
- 5. Demonstrated organisational skills and the ability to meet deadlines by organising, monitoring and collaboration with others while creating a calm and relaxed environment.
- 6. Demonstrated capacity to understand and implement policies and procedures ensuring those under your supervision also adhere to those policies and procedures.

**Position description approved by:**

**Date position description last reviewed:**

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