ACRRM

StAMPS ASSESSMENT
INVIGILATOR GUIDE

2024 / Version 1

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1. Roles and Responsibilities

The responsibilities of each invigilator are to provide candidates with the opportunity to demonstrate their medical competence under fair and uniform testing conditions and to ensure the integrity of the assessment process. This includes ensuring that the assessment is administered according to the process, rules and regulations specified in this document, whereby each candidate is appropriately supervised and remains undisturbed during the assessment.

As candidates are not permitted to access any other websites (other than the assessment system) or any other areas of the computer, it is essential that invigilators have full visibility of the candidate's computer screen for the duration of the assessment.

Each invigilator supervising a candidate in the assessment is personally responsible for the following:

- reading this Invigilator Guide and abiding by the rules stated

providing the candidate with their details to forward to ACRRM including:

- o job title
- o place of work
- o mobile number (which the invigilator can be contacted on if necessary, during the assessment for direct communication with the assessment team and
- o email address (which they access regularly)

- returning the Invigilator Confirmation Form by the date specified
- ensuring availability on the day of the assessment, including not being on call or having any other concurrent commitments

ensuring that there are no conflicts of interest in invigilating the candidate, including not being a close relative of the candidate, close work colleague, an ACRRM registrar, nominated supervisor or educator who has assisted with the preparation of the candidate for the assessment

- ensuring all requested material is printed in advance and taken with you on the assessment day
- completing the Tax Invoice and returning this for payment, within one week after the assessment

Invigilators working as a team

If there are multiple candidates at a venue, the invigilators will work together as a team in supervising the candidates and sharing duties.

If there is more than one invigilator present at each assessment centre, invigilators are permitted to have a short five-minute break each hour outside the assessment room. However, at least one invigilator must be directly observing the candidate and the assessment computer.

Due to the format of the StAMPS assessment, the invigilator-candidate ratio is 1:1 and invigilating more than 1 candidate in the same rotation is not permitted.

2. Information

Confirmation of assessment arrangements

Once all arrangements are finalised, ACRRM will send all invigilators a *Final Confirmation* email for the assessment. All times stated are in Australian Eastern Standard Time (Queensland time), so local time adjustments may need to be made.

Assessment system login details

The StAMPS assessments are now conducted using a specialist software platform. The login details to access the exam will be included in the *Final Confirmation* email that is sent to the candidate and that the invigilator is copied in. It is essential that invigilators have this information with them on the day of the assessment.

Assessment Material

Assessment material will be displayed on the day via the system.

Material for invigilators to bring to the venue:

- 20 sheets of blank A4 paper
- three pens
- StAMPS Community profile
- StAMPS Invigilator Guide
- Final confirmation email

Mobile phones

Invigilators are required to have a fully charged mobile phone with them on the day of the assessment. This must be the mobile phone that has been provided to the Assessment team. ACRRM will use the mobile numbers provided to contact invigilators, if necessary, on the day of the assessment.

Mobiles must be switched to vibrate mode during the assessment, but placed in a position visible to invigilators, to enable a response if the Assessment team is required to make contact.

Use of a mobile phone for calls or messaging unrelated to the assessment during the assessment process is not permitted.

Items not permitted in the assessment room

Candidates are not permitted to access any material or communication device in the assessment room.

In particular, the following items are NOT permitted:

- printed or handwritten documents or notes
- medical notes, textbooks or devices that give internet access
- food of any kind (unless for medical reasons)
- mobile phones or other electronic communication or recording devices

Invigilators are not permitted to bring food (of any kind, unless for medical reasons) or any personal material into the assessment room, such as MP3 players, radios, cameras, iPods, iPads, or computers as the invigilator is required to maintain a focus on the candidate (unless advised otherwise). Printed books (that are not medical texts) for the invigilator to read during the assessment are permitted.

Candidates and invigilators are permitted to bring a clear plastic bottle of water.

Invigilator payment

An invigilator's time is remunerated by ACRRM at a flat rate of $100.00 plus GST (where GST is applicable) per assessment session. A *Tax Invoice* should be submitted to the Assessment team within one week **following** the assessment.

3. Assessment Procedure

Arrival time

Mandatory arrival time prior to the scheduled start time of the assessment:

- invigilators at least 30 minutes
- candidates at least 30 minutes

To allow enough time to address any last-minute technical issues.

Invigilator's arrival procedure

- Turn on the computer and ensure that it is in working order
- Conduct a **Chime Check** by opening the internet browser (Chrome is recommended) at **https://app.chime.aws/check**

If any errors are flagged by the Chime Check, please call the Assessment team on **0436 489 798**

Once all ready, access the assessment system using the link provided

Enter the Login ID, Password, Pin (if provided) and select the exam to be taken

- Ensure that the table, chair, air-conditioning/heating, and lighting for both the candidate and the invigilator are in reasonable working order

Ensure the restroom easily accessible and that there are no 'hidden' materials that may assist the candidate

Place on candidate desk:

- 20 sheets of blank A4 paper and three pens

StAMPS Community Profile

If possible, arrange for a clock showing accurate (local) time

- Ensure that no unauthorised person enters the assessment room at any time during the assessment. This includes those claiming to be candidates who are not registered to participate

Ensure you have the *Invigilator Guide* handy and follow appendix - *Invigilator script*

Candidates' arrival procedure

Candidates must:

submit valid photographic identification (e.g., driver's licence or passport) to invigilators for verification of identity

switch off and surrender, mobile phones and/or any other electronic devices to the invigilator

surrender any item in their possession to their invigilator as specified previously under - *Items Not Permitted in the Assessment Room*

Commencing the assessment
It is the responsibility of invigilators to keep track of the starting time. Once the candidate has entered the virtual assessment room (via the system) an ACRRM staff member will be responsible for time management. Candidates and invigilators should follow the room monitors instructions.

During the assessment
Navigating away from the system, i.e., accessing other areas of their computer, email, or internet sites, but not limited to, for the duration of the assessment is strictly prohibited.

An invigilator must remain in the room with their candidate in the room to observe but remain out of view of the camera.

Late arrival
If the candidate has not logged into the system at least 10 minutes prior to the commencement of the reading time, the VLA (ACRRM staff) will phone the invigilator's mobile. Invigilators should record the late arrival and associated reasons on the *Incident Report* and ensure that the Assessment team receives the report within two (2) days following the conclusion of the assessment.

Restroom breaks
Restroom breaks are permitted during reading time **only** unless otherwise required. A candidate will be accompanied by their invigilator, who will wait outside. Where there are multiple candidates, only one candidate is permitted to have a restroom break at a time. Additional time will not be provided and the virtual assessment room in the system must not be exited as it and will continue to be monitored by a member of staff.

The end of the assessment
All candidates and invigilators will be guided by their allocated VLA who will prompt, when necessary, with relevant instructions.

At the conclusion of the assessment, all assessment material / documentation must remain in the assessment room. Invigilators must collect the A4 paper sheets used by the candidates and the assessment material (if applicable) and destroy following the assessment.

4. Managing Incidents

It is the invigilators' responsibility to assist candidates in resolving any unforeseen issues that which occur during the assessment. Each virtual assessment room in the system will have a designated virtual learning assistant (VLA) who will be available throughout the assessment.

A dedicated assessment support team will be available on the assessment day to assist with any information or support that may be required and can be called on **0436 489 798.**

It is essential that the Assessment team can contact an invigilator during the assessment at any time. As such, <u>invigilators are required to have their mobile phone with them for the entire duration of the</u> assessment. This must be the mobile phone which telephone number was provided to ACRRM on the Invigilator Confirmation form.

Technical difficulties
If you experience any technical difficulty during the assessment, please reconnect to the system using the same credentials and click "Connect." If a candidate is experiencing issues with their camera and/or audio, a VLA will assist them via phone to run through a troubleshooting list. If the issue cannot be resolved in time for the start of the exam, the candidate will be advised of further instructions.

It is important to note that should a candidate and/or the examiner not be able to join the allocated scenario/assessment time, alternative arrangements will be made, i.e., complete the missed scenario later in the day.

Any lost time due to internet outage will be automatically compensated by the software.

To minimise the likelihood of not being able to connect and undertake the assessment, it is the candidate's responsibility to conduct a ***Chime Check*** (refer to page 6).

Assessment incidents
Invigilators or candidates concerned about the conduct of the assessment at any point are requested to complete an *Incident Report* and submit to the Assessment team within two (2) business days following the conclusion of the assessment.

Examples of misconduct or other incidents may include, but not limited to:

- an uncooperative invigilator or candidate (e.g., not following assessment protocol)
- candidate with unauthorised materials in their possession
- disturbances (e.g., noisy invigilator, candidate, or environment)
- disruptions (e.g., loss of power or computer malfunction).

Invigilators are not expected to deal with candidates who wish to enter into an argument and should endeavour to avoid a general disturbance. In this situation invigilators should:

- allow candidates to continue to complete the assessment unless there is a clear case of significant incident or misconduct. If invigilators are uncertain of the course of action, they should ring the Assessment team on **0436 489 798**
- confiscate any unauthorised material – under no circumstances is it to be returned to the candidate

- report all forms of misconduct or disturbances, to the Assessment team within two (2) working days using the *Incident Report.*

Emergencies

In the event of an incident that interferes with the administration of the assessment (e.g., power failure or external noise that affects the concentration and performance of the candidates), the invigilators will:

- Instruct the candidates to stop writing
- Attempt to resolve the issue, where possible

Seek advice from the Assessment team for the appropriate course of action

The invigilator will complete an *Incident Report* and immediately notify the Assessment team by phone. Any time lost due to an emergency or incident beyond the control of a candidate and / or their invigilator will be added to the candidate's assessment time at the direction of the Assessment team.

Appendix 1: Invigilator Script

Invigilators are required to use the following formal script.

When the candidate arrives

- *ensure you have your photo ID ready*
- *all personal items including mobile phone (switched off) and other electronic devices are to be left with me for the duration of the exam*

you are permitted a clear bottle of water, but no food is permitted, unless for medical reasons

if there is an incident that occurs during the assessment you must complete and submit an Incident Report to the College within two (2) working days

- *please follow me…….*

When the candidate is seated

you must remain in the virtual assessment room for the entire duration of the assessment and are not permitted to access any other websites or applications on your computer

if you need to leave the room during the assessment, you will only be allowed to leave during the reading time and under my supervision

- *any suspected incidents of misconduct will be reported to the Assessment team*
- *please note it is a breach of Academic Code of Conduct to access any unauthorised materials*

During a rest period (if applicable)

- *you must stay at your computer with the camera and microphone on*

if you require a restroom break, I will accompany you

At the end of the assessment

Upon confirmation from the VLA that the assessment has concluded, advise the candidate of the following:

- *please leave any notes on the table*
- *I remind you that recording or sharing any form of information related to the content of the assessment will constitute a serious breach of the Academic Code Conduct and be dealt with accordingly.*