

Position Description

POSITION TITLE: Assessment Administrative Officer	CLASSIFICATION LEVEL: Bond 3
SCHOOL/OFFICE: Faculty of Health Sciences and Medicine	DATE POSITION UPDATED/CLASSIFIED: March 2019

PURPOSE OF THE POSITION:

The Assessment Administrative Officer is an integral member of the Faculty's Learning and Teaching team with responsibility for liaising with key stakeholders to coordinate and undertake a range of activities in relation to:

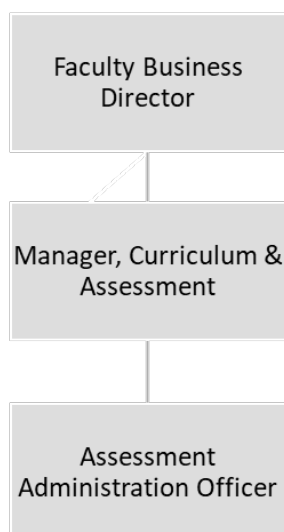
- Assessment administration and quality assurance
- Organisation of standardisation procedures
- Administration of grades and awards
- Student support administration

In consultation with the Learning and Teaching Manager this position will also have responsibility for creation and maintenance of the examination bank.

It is a requirement of this role to regularly work outside normal office hours.

REPORTING RELATIONSHIP:

This position reports to the Manager, Curriculum & Assessment.



SELECTION CRITERIA:

1. A vocational qualification or relevant education/training and/or work experience.
2. Demonstrated competency in dealing with work requiring accuracy and attention to detail.
3. Highly developed communication and interpersonal skills with demonstrated ability to deal positively with a diverse range of clients with experience in providing a quality client service.
4. Demonstrated high level organisational skills with a proven capacity to manage multiple tasks concurrently, coordinate workflows and meet deadlines
5. Demonstrated ability to work effectively both independently and collegially within a team environment.
6. Demonstrated problem solving skills and ability to exercise initiative and sound judgment within policy, procedures and guidelines.
7. Well-developed IT literacy and competency with the Microsoft Office Suite (particularly Microsoft Word, Excel and Access) Student One student database (or similar); the Faculty Learning Management System (Blackboard); demonstrated ability to learn and utilise new systems and software in support of the role.
8. Ability to identify and implement opportunities for continuous improvement.

DESIRABLE CRITERIA:

1. Previous experience in an education administration environment and an understanding of academic year processes/cycles and welfare issues involved in dealing with University students.

COMPETENCY	RESPONSIBILITY	PERFORMANCE INDICATORS
Examination Administration	<p>Key contact for central Student Administration in relation to centrally scheduled examinations for Faculty programs.</p> <p>Responsible for:</p> <ul style="list-style-type: none">• Liaising with Program and Subject Coordinators and Curriculum Officers to collect information for examination scheduling, including accommodations/special requirements for rooms/facilities and provide all information to Student Administration.• Providing all relevant information to Student Administration according to the prescribed timelines and deadlines.• Collecting all exam papers from Faculty Learning and Teaching / academic staff; reviewing and where necessary correcting examination papers for correct format, style and layout	<p>All deadlines in relation to collation and provision of the Faculty's examination requirements are met.</p> <p>Establish and improve on procedures to ensure efficiency in the scheduling of exams</p> <p>Agreed accommodations /special requirements for rooms/facilities are notified and incorporated in examination scheduling.</p> <p>Examinations are received, copied and delivered securely to Student Administration (or for "in-house" exams, to the academic)</p>

COMPETENCY	RESPONSIBILITY	PERFORMANCE INDICATORS
	<ul style="list-style-type: none"> • Ensure all examinations have appropriate Quality Assurance approvals in place • Personally collect from Student Administration completed examination papers, verifying the number of papers returned prior to giving to academic staff for grading. • Archive exams regularly and securely in accord with prescribed policy. <p>Coordinate and administer any non-centrally scheduled or “in-house” examinations as required as per responsibilities outlined above</p> <p>Deferred/supplementary exams: Coordinate specific elements relating to exam deferral/supplementary process within the Faculty including:</p> <ul style="list-style-type: none"> • Liaising with Student Affairs and Service Quality Manager regarding approved requests for deferred exams/supplementary examinations including those which have accommodations/special requirements for rooms/facilities. • Notifying student administration of approved deferred exams that need to be centrally scheduled. • For deferred/supplementary exams that are not centrally scheduled and managed “in-house”, organise the room and equipment and invigilate if necessary. • In consultation with Learning and Teaching and as required by the program create, implement and maintain an examination bank for Faculty programs including; <ul style="list-style-type: none"> ▪ Standardisation details for all exam papers, questions and themes; ▪ Details of participants from the 	<p>Completed examinations are collected, verified and delivered securely to academic colleagues for grading.</p> <p>Graded examination papers are archived securely, in a timely manner and in accordance with prescribed archiving and disposal legislative and University requirements.</p>

COMPETENCY	RESPONSIBILITY	PERFORMANCE INDICATORS
	standardisation meetings including up-to-date contact details, availabilities, history of attendance at meetings and individual results.	
Assessment QA	<p>Administer and undertake process and reporting for scanning of single best response examination questions for Faculty programs ensuring:</p> <ul style="list-style-type: none"> • Adherence to prescribed timelines, processes and procedures; • accurate collation and reporting; • analysis, recording and dissemination of item analysis to academics as appropriate. <p>Appropriate communication and liaison with academic colleagues and Learning and Teaching as required.</p> <p>Contribute to coordination of item writing workshops/ academic staff development workshops.</p>	<p>Integrity of assessment QA process maintained.</p> <p>All timelines met.</p>
Administration of Practical Skills Assessments	<p>As required by specific Faculty programs;</p> <ul style="list-style-type: none"> • Coordinate the overall administration and logistics for practical skills assessments including, but not limited to, scheduling of examiners, staff, students, catering, rooms and resources and allocating areas of responsibility. • Coordinate training sessions and creation of documentation for training sessions for staff, examiners, and standardised patients. 	<p>Practical assessments are adequately prepared, staffed and administered</p>
Student Support – Grades & Awards	<p>Prepare yearly planner, schedule meetings and provide secretariat for the Boards of Examiners meetings each semester;</p> <p>Where required by the particular program prepare and maintain results spreadsheets and</p>	<p>Perform all duties accurately in a timely manner.</p>

COMPETENCY	RESPONSIBILITY	PERFORMANCE INDICATORS
	<p>ensure they are accurately maintained and updated in a timely manner</p> <p>Collate all grade rosters for Faculty subjects each semester for presentation to the Board of Examiners.</p> <p>Provide a report at the end of each semester in time for the Examiner's meeting on overall results for provisional/probationary students.</p> <p>Follow up and finalise exam related activities each semester, including:</p> <ul style="list-style-type: none"> • Coordinate the review of results function for each program • follow up all late or unfinalised grades; • collate, obtain approval and process all changes to grades; <p>Appropriate records and sign off to be kept for all grades processed or changed outside main Examiner's meeting.</p> <p>Follow up with Student Administration and checking in Student One to ensure all grade changes have been correctly processed</p> <p>Verify and provide data for Dean's Awards (First in Class etc). Communicate with and provide accurate lists of eligible students to Faculty Marketing colleagues.</p>	<p>Ensure a high degree of accuracy and attention to detail in all administrative functions, including accurate and collation and processing of marks, grades, and administration of awards.</p> <p>Meet student administration and results publication deadlines, provide reports as required.</p> <p>Maintain and develop administrative processes to ensure changes to student grades are promptly advised to Student Administration.</p> <p>90% of grade reviews to be finalised within 3 weeks.</p>
Student Support – Graduation & Alumni	<p>Provide support to the Student Affairs and Service Quality Manager in relation to checking eligibility to graduate.</p> <p>Develop and maintain database for Faculty alumni and their current contact details; facilitate collation of alumni profiles for collateral and participation of alumni in Faculty activities</p>	<p>Support provided for graduation checking is accurate and timely; Database developed and maintained as a reliable, accurate source of alumni contact details.</p>

COMPETENCY	RESPONSIBILITY	PERFORMANCE INDICATORS
	Support and/or participate in University, Faculty and program alumni events as required.	
Student Support – Students at Risk	<p>Student Monitoring In consultation with the Learning and Teaching Manager, liaise with academic colleagues and Student Affairs and Service Quality Manager in relation to those students identified at potential risk due to performance and attendance issues.</p> <p>Collate and maintain registers of 'At Risk' students for the Faculty as appropriate for each Program(s)</p> <p>In accordance with University Policy and Procedures and individual Program rules where appropriate, maintain accurate records in relation to student monitoring and students at risk</p> <p>Record students placed on the 'At Risk' register and provide semesterly report to Boards of Examiners on the progress of such students</p> <p>Disability Requirements Liaise with the University Disability Officer on Faculty requirements for monitoring students with a disability</p> <p>Liaise with academic colleagues and follow prescribed process in relation to receiving, reviewing and responding to proposed Service Plans for students with a disability</p> <p>At the commencement of each semester, provide reports to the appropriate academic staff with a list of disability students and their required accommodations for each subject.</p> <p>Ensure exam arrangements take account of accommodations for disability students in each subject, liaising with students, academic and other colleagues as may be required.</p>	<p>Advice to students is informed and in accordance with the Policies and Procedures of the Faculty and the University</p> <p>Timely and accurate provision of information</p> <p>Timely and efficient resolution of student issues</p> <p>Identify processes to improve the advice and support to the student</p> <p>Applications are managed according to set timelines and in accordance with accreditation standards</p> <p>Reports are accurate and provided to Faculty BOE each semester</p> <p>Information is shared and problems are raised with Learning and Teaching Manager in a timely manner</p> <p>Students are accurately advised on their enrolment and orientation processes in a timely manner.</p> <p>Student consultations conducted in a professional and culturally appropriate manner; academic advice is accurate; file notes recorded; referral to Student Affairs and Service Quality Manager is managed professionally and sensitively as the situation determines.</p>

COMPETENCY	RESPONSIBILITY	PERFORMANCE INDICATORS
	Student Consultations Undertake student consultations regarding routine program, subject, study plan/ enrolment pattern or student status enquiries throughout the semester.	
Teamwork and Communication	Maintain effective working relationships with all members of the administration team, and academic colleagues to ensure all aspects of Assessment and Student Support administration have been communicated and completed effectively.	Cooperative working relationships with team consistently observed to be collaborative, respectful and supportive. Conduct is consistent with being a member of a cohesive team; proactive team participation and information sharing
Public Relations	Participate in Faculty marketing initiatives.	Actively participate in Faculty and School information sessions incl. Open Day.
Understanding of Quality Assurance	Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University.	
Understanding of Cultural Sensitivity	Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship. Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.	
Understanding of WHS Responsibilities	Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area.	

COMPETENCY	RESPONSIBILITY	PERFORMANCE INDICATORS
	<p>All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame.</p> <p>Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable)</p>	

Note – the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.