



### ***Position Description***

<b>POSITION TITLE:</b> Assessment Officer	<b>CLASSIFICATION LEVEL:</b> Bond 4
<b>SCHOOL/OFFICE:</b> Faculty of Health Sciences and Medicine	<b>DATE CLASSIFIED/UPDATED:</b> August 2023

#### **PURPOSE OF THE POSITION:**

The Assessment Officer is a challenging and rewarding administration role that supports the quality and delivery of examinations and assessment activities for Bond University Health Science and Medicine Programs. The role is an integral member of the faculty's administrative team with the primary purpose to provide high level advice, coordination, and support to academic and professional staff in the faculty and in other university departments in relation to examinations and assessment activities. The role at times will be student facing to provide high level advice and liaison to ensure accurate and timely information is provided to students to support a high-quality student experience.

The Assessment Officer is responsible for working in partnership with central examinations office to liaise and coordinate examination timetables and required resources for students with learning access plans in the faculty within university agreed timeframes, to ensure these services are efficient and effective and aligned with the University's policies and strategic goals.

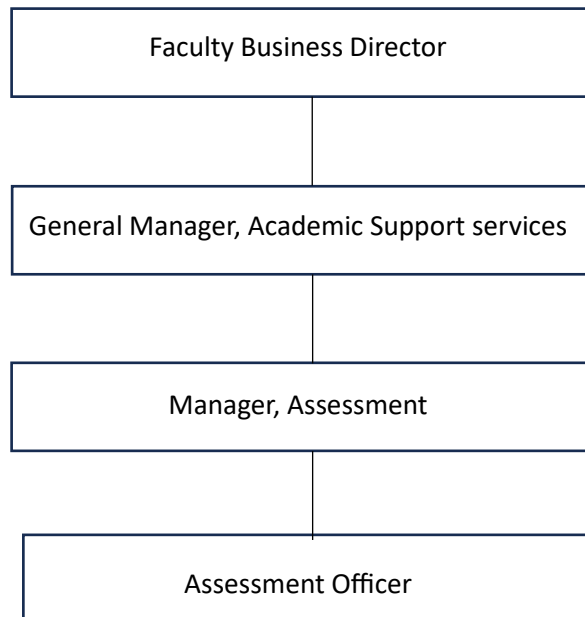
This role may also be required to coordinate high-stakes examination events such as objective structured clinical examinations or student presentation conference, including management, administrative and organisational activities to coordinate between all stakeholders (lead academics, external clinical examiners, simulated participants, and professional staff). The requirement to foster ongoing successful relationships is key to this role, in addition to manage the timelines of these events and coordinate all communications required for all stakeholders.

The postholder will be a natural organizer and people-person with excellent communication skills and ability to work within complex assessment systems and processes, and to assist in the development, negotiation, and delivery of resources to support high quality assessment and examinations. The role will work as part of a team to develop and maintain effective collaborative relationships and will effectively liaise, collaborate, and negotiate closely with academic staff, faculty staff and university departments to clarify requirements, coordinate and facilitate the effective conduct of examinations and assessment activities.

The position requires expertise in the use of software for multiple databases including blackboard student system (iLearn), examination scheduling system (TAS), assessment technologies (Examsoft and Osler).

**REPORTING RELATIONSHIP:**

This position reports to the Manager, Assessment.



**SELECTION CRITERIA:**

- Completion of a degree level qualification with at least 2-year subsequent relevant work experience or an equivalent combination of experience and/or education/training.
- Demonstrated experience of providing high level advice and high standard of administrative support and ability to develop and implement effective administrative and quality processes and procedures.
- Knowledge and understanding of student administration policies and procedures, assessment / examination content and requirements for services in the modern classroom and educational/assessment pedagogy.
- Demonstrated ability to coordinate, plan and delivery large scale high stakes events.
- Strong interpersonal, written and communication skills, including the ability to facilitate and negotiate effectively with staff at all levels to deliver effective, high-quality service.
- Effective customer service experience to ensure students receive high-quality, accurate and timely advice in relation to examinations and assessment for their relevant program / subject.
- Demonstrated commitment to excellence in the provision of a client service and to promote, support and develop a culture of processes of continuing improvement, as well as the ability to identify issues and develop strategies, ideas, and opportunities for resolving them.
- Demonstrated organisational skills with ability to plan and coordinate workload, attend to detail, manage time to achieve goals and meet deadlines under pressure with limited supervision.
- Demonstrated ability to work productively as part of a team in a diverse and challenging environment and capacity to work independently in the achievement of goals and to exercise sound judgement.
- Proven efficiency and experience in using technology in an educational setting such as examinations database, web room booking system, assessment technologies and Microsoft Office Suite.

**DESIRABLE CRITERIA:**

- Previous experience in an education administration environment and understanding of academic year processes and cycles.
- Previous experience in assessment and examinations administration planning in an educational environment.

<b>COMPETENCY:</b>	<b>RESPONSIBILITY:</b>	<b>PERFORMANCE INDICATORS:</b>
<b>Assessment and Examination Administration</b>	<p>Coordinate and manage the process for examination and assessment data collection each semester, ensure close liaison with key stakeholders.</p> <p>Review against examination blueprint or subject outline and identify anomalies and discuss with relevant stakeholder to ensure accuracy of data collection process.</p> <p>Liaising with central and relevant lead educators to ensure accommodations can be met for students with learning access plans and to ensure, where required, rooms/facilities.</p> <p>Providing accurate relevant data/information to Student Administration according to the prescribed timelines and deadlines.</p> <p>Coordinate scheduling, special requirements etc according to prescribed timelines and ensuring QA approvals are in place.</p>	<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>Ensuring arrangements in place for academic marking.</p> <p>Arrange and deliver student exam review sessions in line with current procedures ensuring confidential integrity of the sessions.</p> <p>Identify, coordinate and administer non-centrally scheduled or “in-house” examinations or assessment activities as required as per responsibilities outlined above.</p> <p>Be the lead invigilator on exam day (where applicable) for examinations or assessment activities.</p> <p>As per university policy, liaise with SASQ and central examinations office to coordinate and/or plan arrangements for deferred examinations.</p> <p>Provide accurate and timely advice to students on deferred examination arrangements. Ensure close liaison with SASQ office in this regard.</p> <p>Provide accurate and timely advice to students who are required to undertake resit examinations and communicate effectively on the arrangements. Ensure close liaison with SASQ office in this regard.</p> <p>Demonstrate a non-judgmental approach to all communication to students who sit deferred and/or resit examinations ensuring an equitable examination student experience.</p> <p>Coordinate the publication of in semester assessments onto iLearn to ensure accurate and timely information is available for students, reviewing and negotiating with lead educator to ensure ISAs are written as per our process and templates and to identify and resolve where required any issues / trouble shooting where needed.</p> <p>Advise and provide high level administrative support for in semester assignments ensuring these are provided to students with accurate and relevant information and assist with grade post submission.</p> <p>Clinical placement work-place based assessment – attend required meetings and where appropriate advice and create reports (Osler) and spreadsheets to monitor student completion of work-place based assessment to facilitate decision making process at Board of Examiners.</p> <p>To extrapolate data from assessment technology (Osler) to prepare required student reports for Student Affairs and Service Quality Team to support students.</p>	<p>Timely and efficient marking process achieved.</p> <p>Sessions run appropriately with students able to learn from seeing Qs and answers,</p> <p>All arranged as per policy and procedures.</p> <p>Professional conduct and exams run smoothly.</p> <p>Accurate and timely arrangements in place.</p> <p>Accurate and timely information provided to students.</p> <p>Accurate, timely and appropriate sensitive information provided to students.</p> <p>Accurate, timely and appropriate sensitive information provided to students.</p> <p>Assessments accurate and published timely.</p> <p>Assessments accurate and published timely.</p> <p>Accurate data presented to BOE to assist in decision making processes.</p> <p>Reports prepared to facilitate discussions and decision-making processes.</p>
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<b>Administration for large scale high stakes assessment activities / events (for example Objective Structured Clinical Examinations, HSM Student Medicine Conference, Multi mini-interviews for admission into programs)</b>	<p>Plan, conduct and coordinate overall administration and logistics for large scale high stakes assessments activities including, but not limited to, scheduling of examiners, staff, students, catering, rooms, and resources and allocating areas of responsibility.</p> <p>Negotiating with relevant stakeholders required resources identifying and discussing impact on other programs and seeking to find resolution (particularly when activity is schedule in teaching weeks).</p> <p>Facilitate and secure engagement from external stakeholders to ensure sufficient numbers and appropriate skill and expertise to perform assessor tasks. Build strong relationships with external stakeholders to secure future engagement.</p> <p>Providing high level advice on adapting / pivoting to online format and advise /recommend best platform to deliver remote / online activity and ensuring appropriate invigilation steps are in place.</p> <p>On assessment activity day, lead the administration logistics ensuring high level organizational and communication skills utilised to ensure excellent student experience and stakeholder engagement.</p> <p>On assessment activity day, be first port of call for student queries and be able to identify need to escalate if required.</p> <p>Immediate ability to problem-solve to ensure minimum negative impact of the day, and to seek appropriate advice from lead educator when required.</p> <p>Plan, conduct and evaluate large scale assessment events to identify future improvements and efficiencies.</p> <p>Plan, conduct and coordinate overall administration and logistics for large scale high stakes student presentation conference as part of a suite of assessable activities for MD Portfolio program.</p> <p>Identifying issues pertaining to allocation of student projects and contributing to seeking solutions.</p> <p>Manage student communications with regards to MD portfolio assessment activities ensuring relevant and accurate communications on iLearn and email announcements.</p>	<p>Assessment events are planned and conducted with adequate resources.</p> <p>Students receive timely and accurate information regarding the assessment event.</p> <p>Assessments events secure external stakeholders to ensure smooth running of event.</p> <p>Preferred format identified and implemented to maintain integrity and quality student experience.</p> <p>Event runs smoothly and professionally.</p> <p>Record issues and review for future improvements.</p> <p>Assessment events are planned and conducted with adequate resources.</p> <p>Students receive timely and accurate information regarding the assessment event.</p>

	<p>Managing iLearn subject site for MD portfolio assessment ensuring information and resources are accurate and updated, in liaison with lead educator.</p> <p>Understanding and keeping abreast of clinical placement future developments that impact on MD portfolio and future capacity planning.</p> <p>Manage the tracking and daily operational aspects of MD Portfolio in view of potential change in academic leadership and future planning / impact of September cohort and relevant timelines.</p> <p>Coordinate student representation and faculty representation on Conference Committee.</p> <p>Coordinate preparation of MMIs assessment rubrics and scanning processes (if relevant) to formulate results calculations.</p> <p>Review and obtain (where needed) completed WHS documentation, identifying and eliminating risk at assessment event.</p> <p>Ensure appropriate financial management of events, identifying efficiencies in costs.</p>	<p>Ensure accurate published information for students and stakeholders.</p> <p>Processing of results achieved in timely and accurate manner to support admission process.</p> <p>Reduction of risk to maintain safety of stakeholders.</p> <p>Cost efficiencies identified.</p>
<b>Quality Assurance, Assessment Integrity and Rules of Progression</b>	<p>Identify, interpret, and provide advice of relevant University assessment policies and procedures, to academics, professional staff and students.</p> <p>Liaise and negotiate with relevant lead educators to ensure relevant quality assurance processes have been adhered to for all examinations and assessment activities with particular reference to authentic assessment processes. Seek to reach resolution where required.</p> <p>Contribute to review of relevant program Rules of Progression procedures for student progression and to be able to provide accurate advice to students, academics and other relevant professional staff.</p> <p>Coordinate cut score standardization process where required as per Rules of Progression using required statistical method.</p> <p>As per quality assurance processes, proofread written examinations.</p> <p>Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and quality assurance processes.</p> <p>Staff should demonstrate an understanding of the principles of quality assurance as it applies at Bond University.</p>	<p>Stakeholders and students abreast of policy / requirements to for assessment queries.</p> <p>Examinations and assessment are created and delivered in line with agreed procedures.</p> <p>Complex interpretation to support student understanding of requirements to progress.</p> <p>Cut score prepared in line with procedure and education pedagogy.</p> <p>QA checks undertaken and errors fixed.</p>

<b>Assessment Technologies</b>	<p>Trouble-shoot student issues / queries pertaining to assessment technologies including co-leading (or leading if applicable) student sessions for assessment technologies.</p> <p>Creating electronic assessment forms on Osler technology.</p> <p>Examination question bank – identifying and supporting QA of question items and tagging of questions. Ensuring examinations are correctly stored / created and available to students to access.</p> <p>Providing training and support to academics and professional staff on application of assessment technologies.</p> <p>Providing training and support to academics and professional staff on application of assessment scanning procedures.</p> <p>Provide high level advice and facilitate discussion with lead educator to explore use of assessment technologies for in semester assessments, identifying opportunity for use of suite of software dependent on the in semester context.</p> <p>Coordinate training sessions and creation of documentation for training sessions for staff, examiners, and standardized patients.</p> <p>Attend student sessions to offer students opportunity for trouble shooting technical issues with their devices using assessment technologies.</p> <p>Attend and assist in running relevant assessment technology set up / log on / testing sessions for students.</p>	<p>Students gain knowledge of functionality of software to enable excellent student experience.</p> <p>Effective process implemented for external clinicians to access.</p> <p>Accurate data on software and governance of software data.</p> <p>Academics can access and use software where required for item construction, exam creation and marking. Process performed when required.</p> <p>Explore right software for ISA to reflect rubric / blueprint and content, to support better student experience.</p> <p>Stakeholders receive up to date information where required.</p> <p>Students can use software appropriately.</p>
<b>Student Support, Grades and Awards</b>	<p>Establish and maintain close liaison with Student Affairs and Service Quality to support / provide data and arrangements for students who have been identified at risk, apply for deferred examinations and accommodations for students with Learning Access Plans.</p> <p>As per university timelines and requirements, take the lead on preparing 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 accurate and complex results spreadsheets and ensure they are accurately maintained and updated in a timely manner.</p> <p>Collate and identify any anomalies to ensure all grade rosters for Faculty subjects in each semester are ready</p>	<p>Contribute to support processes for identified students through accurate data and effective communication.</p> <p>Timely scheduled meetings to support decision making processes.</p> <p>Completed examinations verified and delivered securely to academic colleagues for grading.</p> <p>Grades are timely and accurately</p>

	<p>for presentation to the Board of Examiners, including following up on all late or unfinalized grades and to obtain approval and process all changes to grades.</p> <p>Collate grades rosters for Faculty subjects each semester for presentation to the Board of Examiners, follow up late/unfinalized grades and process changes and verify and provide data for Dean's Awards (First in Class etc).</p> <p>Attend Board of Examiner meetings, support Chair and to be secretariat where required.</p> <p>Coordinate records and sign off kept for all grades processed or changed outside main Examiner's meeting and ensure 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) and liaise with SASQ to provide accurate lists of eligible students. Provide support to the Student Affairs and Service Quality Manager in relation to checking eligibility to graduate.</p> <p>Train and support team members on processes for Grades and Awards working with Central Events by coordinating yearly planner, schedule meetings, and provide secretariat for the Board of Examiners meetings each semester.</p> <p>Prepare data reports on exam performance to support Review of Grade processes.</p> <p>Communicate with and provide accurate lists of eligible students to Faculty Marketing Colleagues.</p>	<p>processed and finalized.</p> <p>Results prepared appropriately and BOE able to ratify results.</p> <p>Agenda / Minutes prepared professionally and accurately.</p> <p>Grades accurately and timely finalized.</p> <p>Awards processed accurate and timely.</p> <p>Support smooth organisation of event.</p> <p>Data accurate to support decision making processes.</p> <p>Support smooth organisation of event.</p>
<b>Contribution to Team Performance</b>	<p>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</p>	<p>Cooperative working relationships with team consistently observed to be collaborative, respectful and supportive.</p> <p>Conduct is consistent with being a member of a cohesive team; proactive team participation and information sharing</p>
<b>Learning and development</b>	<p>Undertake ongoing training in particular with assessment technologies employed by the Faculty and University (where applicable to the role).</p> <p>Undertake ongoing training on the University's learning and teaching authentic assessment and impact of generative AI and identify and implement impacts / changes to current assessment processes and procedures.</p>	<p>Knowledge up to date.</p> <p>Knowledge up to date and processes changed where required.</p>



	<p>Identify opportunities, make recommendations and in conjunction with your team and guidance from your manager, implement improvements to processes, systems, and work practices.</p> <p>Demonstrate a commitment to working within Bond University's OH&amp;S policies and practices.</p>	
<b>Understanding of Cultural Sensitivity</b>	<p>Staff will encounter 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.</p> <p>Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.</p>	Appropriate cultural sensitivity demonstrated in interactions with others and training undertaken.
<b>Understanding of WHS Responsibilities</b>	<p>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.</p> <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>	Understanding of WHS Responsibilities

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.