

Advanced certificate of RGA-SSSA

Invigilator Guide

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1. Roles and responsibilities of invigilators

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 website / virtual assessment (Zoom room) 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 ANZCA including:
 - job title
 - place of work
 - mobile number (which the invigilator can be contacted on if necessary, during the assessment for direct communication with the assessment Centre during the assessment) and
 - email address (which they access regularly)
- 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, 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

2. Information for invigilators

Confirmation of assessment arrangements

Once all arrangements are finalised, ANZCA will send all invigilators a confirmation email for the assessment. All times stated are in Australian Eastern Daylight-Saving Time (Melbourne), so local time adjustments may need to be made. A time zone table will be provided.

Virtual assessment (Zoom) room details

The virtual assessment (Zoom) room details will be included in the email that is sent to the candidate and that the invigilator is copied in. It is essential that invigilators take this information with them to the assessment.

Opening Question & assessment materials.

The opening question for each viva will be shared with the candidates via share screen.

Material for invigilators to bring to the venue

- sixteen (16) sheets of blank A4 paper
- three pens
- Candidate card (shows the roster)
- Invigilator guidelines
- confirmation email

Mobile phones & Electronic devices

Invigilators are required to take their mobile phone with them to the assessment with a fully charged battery. The College will use mobile numbers provided to contact invigilators, if necessary, on the day of the assessment.

Mobiles must be switched on silent and to vibrate mode during the assessment but placed in a position visible to invigilators (please don't leave on any hard surfaces such as desks as the vibration can be distracting to candidates if they hear) to enable a response if ANZCA needs to make contact.

We use WhatsApp for communication as well as incident reporting post event, please ensure all messages are acknowledged, even with just a thumbs up, and a note put into WhatsApp when requests are completed. The WhatsApp chat is downloaded at the end of the exam and used for incident and integrity reporting post event.

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 during the assessment:

- printed or handwritten documents or notes
- medical notes, textbooks or devices that give internet access
- food of any kind (unless pre-approved)
- 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 books, magazines, MP3 players, radios, cameras, iPods, iPads, or computers as the invigilator is required to maintain a focus on the candidate.

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

Invigilator payment for services rendered

A gift card will be sent to the invigilator as a thank you for volunteering your time to ensure the RGA candidate can complete their assessment.

2. On the day

Arrival and Setup

The invigilator and candidate are to arrive at the arrival time and

- ensure the room is setup for the examination, the table, chair, and lighting for both the candidates and the invigilators are in reasonable working order.
- ensure you have a clear and clutter free desk so as to not distract the candidate from the exam.
- ensure that access to the bathroom is operational in case this will be required and that there are no 'hidden' materials that may assist the candidate in the bathroom.
- all communication methods within the room to be removed or disabled, i.e., phones, additional laptops etc.
- place on candidate desk
 - Sixteen (16) sheets of blank A4 paper and three pens
 - Candidate card showing the roster
- if possible, arrange for a clock showing accurate (local) time.
- ensure that no unauthorized 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

IT Set up

The candidate must have downloaded Zoom and ensure the device is compliant as per the information sent.

Ensure the candidate has completed all necessary computer/IT checks

Candidate to log into Zoom and join the meeting at least 30 minutes to start of the exam.

This exam cannot be sat using a tablet, iPhone, or similar device.

Registration

- Candidate to show a valid photographic identification (e.g., driver's license or passport) to invigilators for verification of identity.
- Sign the registration sheet (sent via email)
- 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 Zoom) the College staff member will be responsible for time management. Candidates and invigilators should follow the room monitors instructions.

During the assessment

Navigating away from the virtual assessment (Zoom) room i.e., accessing other areas of their computer, email or internet sites, or the duration of the assessment is strictly prohibited.

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

Late arrival

If the candidate is not in the virtual assessment (Zoom) room at least 30 minutes prior to the commencement of the reading time, the invigilator is to notify the ANZCA staff of the delay.

Invigilators should record the late arrival and associated reasons on the Incident Report and ensure that the ANZCA Assessment team receives the report within two (2) days following the conclusion of the assessment.

Restroom breaks

Restroom breaks are permitted during the break between sessions only unless absolutely required.

The 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 (Zoom) room must not be exited at any time and will continue to be monitored by a member of staff.

The end of the assessment

At the conclusion of the assessment, Invigilators must collect the A4 paper sheets used by the candidates and the assessment material and destroy them as soon as possible.

Candidates are not to leave the examination area until advised by ANZCA staff member that they are allowed to leave. During this period, the candidate is still under exam conditions and is not allowed access to any electronic devices or be in contact with non-exam persons.

3. Managing Incidents

It is the invigilators' responsibility to assist candidates in resolving any unforeseen problems which occur during the assessment. Each virtual assessment (Zoom) room will have a Room Monitor that will be available throughout the duration of the assessment.

It is essential that the ANZCA Assessment team can contact any invigilator during the assessment. As such, invigilators are required to have their mobile phone with them during the assessment.

Invigilators' mobile phones must be switched to vibrate mode during the assessment to avoid inadvertently disrupting the candidates, but placed in a position visible to invigilators, to enable a response if ANZCA needs to make contact.

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

Technical difficulties

- If you experience any technical difficulty during the assessment, please reconnect using the same virtual assessment (Zoom) room details.
- If the audio does not work, invigilators should dial in to the virtual assessment (Zoom) room using the details provided in the confirmation email.
- If connection through virtual assessment (Zoom) the assessor will directly call the invigilator's mobile and ask to speak to the candidate.
- Any lost time due to technical issues will either be made up at the end of the scenario or at the end of the rotation.
- The room monitor will manage this process and keep the candidate, invigilator and assessor informed.

Incidents on the day

Invigilators or candidates concerned about the conduct of the assessment at any point are requested to complete an Incident Report and send this to the ANZCA Assessment team within two (2) working days following conclusion of the assessment.

Examples of misconduct or other incidents may include:

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

Invigilators are not expected to deal with candidates who wish to enter an argument and should endeavor 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 ANZCA assessment team, details in the email.

- confiscate any unauthorized material – under no circumstances is it to be returned to the candidate
- report (via email) all forms of misconduct or disturbances, to the ANZCA Assessment 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 the exam
- attempt to resolve the issue, where possible
- seek advice from the ANZCA assessment team for the appropriate course of action.

The invigilator will complete an Incident Report and immediately notify ANZCA 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 ANZCA assessment team.

4. Confidentiality & Intellectual Property

Invigilators are required to meet the following confidentiality & intellectual property obligations.

Intellectual property

Intellectual Property shall include confidential information, trade secrets, drawings, designs, techniques, methodologies, computer software, programs, processes, logos, copyrights, trade or service marks, patents, registered designs, and other information and rights capable of being protected under Australian or other laws relating to intellectual property no matter how recorded or stored and any applications for same

The invigilator:

- a. acknowledges that the ownership of any Intellectual Property Rights in Agreement Material is vested in the Company as and when it is created
- b. assigns any such Intellectual Property Rights to the Company
- c. must return any Agreement Material to the Company on reasonable notice from the Company and
- d. must not infringe the Company's Intellectual Property Rights in the Agreement Material.

Confidentiality

Except in the proper performance of the Services during the continuation of this Agreement:

- a. The Contractor and any Approved Persons shall keep strictly confidential and shall use their best endeavors to prevent the publication or disclosure of all confidential information or knowledge, which they may acquire during the term of this Agreement, or may have already acquired concerning the business affairs, trade secrets, business opportunities, property, customers, clients, or principals of the Company.
- b. The Contractor must only use Personal Information held or controlled by them in connection with the Services or this agreement only for the purposes of fulfilling their obligations under this agreement.
- c. This restriction shall continue to apply after the termination of this Agreement without limit in point of time but shall cease to apply to knowledge or information which may come into the public domain, without breach by the Contractor or any Approved Person of this restriction, or breach by any third party of any other confidentiality obligation.
- d. Upon termination of this Agreement, the Contractor shall deliver to the Company all documents, manuals, records, papers or electronic data recording in the possession or control of the Contractor or any Approved Person and relating in any way to the business or affairs of the Company or its customers and suppliers, or this Agreement or the Services, and shall not retain any copies of such documents.

IT Details

This exam cannot be sat using a tablet, iPhone or similar.

The exam will be conducted via Zoom and the candidate is required to ensure their device has the minimum IT Specifications

- Secure Internet Connection with 20Mbps down and 10Mbps upload speed) measured at <https://www.speedtest.net/>
- An internet connection - broadband wired or wireless (3G or 4G/LTE)
- A webcam or HD webcam – integrated camera or on a laptop
- Speakers and a microphone - integrated or USB plug-in
- Windows PC with Single Screen
- Headset
- Download and install the Zoom application from <https://zoom.us/download>

ANZCA recommends the use of a USB headset to reduce feedback and better sound quality

Supported Operating Systems:	Supported Web Browsers (latest version):
<ul style="list-style-type: none">• macOS X with macOS 10.9 or later• Windows 10 - Home or Pro editions• Windows 8 or 8.1• Windows 7	<ul style="list-style-type: none">• Windows: IE, Edge, Firefox, Chrome• Mac: Safari, Firefox, Chrome

ANZCA advises that the use of the Zoom client 5.0 or higher (latest client preferred) can be used if you are able to install on your PC or Mac.

Internet Connection Speed Test

Each participant is required to perform a browser and internet connection speed test on the computer they plan to use at their chosen examination venue. To perform this test simply open the web browser and click the link below. If clicking the link doesn't work, type it into the browser address bar.

- <https://fast.com>
- <https://www.speedtest.net/>

When completing this test click the Show more info button to view more information about the speed test.

Candidate Card

The candidate and you will be sent via email a candidate card for each session of the exam that will reflect the candidate roster at the exam - advises you on the progression of viva stations during the exam. The moderator and examiner may also ask the candidate to show this piece of paper for reference. Please print a copy and take into the exam room with you.

Below is a sample of the candidate cards

2023 DRGA-SSSA

Saturday 02/12/2023

Candidate 101

Session 1 - A

table 1

table 2

table 3

table 4

Bye

2023 DRGA-SSSA

Saturday 02/12/2023

Candidate 101

Session 1 - B

table 5

table 6

table 7

table 8

Bye

Zoom

Remote Login for Candidates

Please use the below login details depending on the date of your exam

Saturday, 02 December 2023

<https://cliftons.zoom.us/j/82848060657>

Run the **Zoom application** and join meeting ID **82848060657** using your name with a **C#** in front and your ANZCA exam ID.

E.g.: If your name is John Doe with ANZCA ID 12345, enter your name as **C# John Doe 12345**

The moderator will remove your full name after joining and running our AV / Internet Check.

Please ensure you join the session 30 mins prior to the start of your exam for computer setup and testing. This testing is in addition to the pre-test and familiarisation event you have already attended via zoom.

Sunday, 03 December 2023 - Day 2

<https://cliftons.zoom.us/j/84428979175>

Run the **Zoom application** and join meeting ID **84428979175** using your name with a **C#** in front and your ANZCA ID.

E.g., If your name is John Doe with ANZCA ID 12345, enter your name as **C# John Doe 12345**

The moderator will remove your full name after joining and running our AV / Internet Check

Please ensure you join the session 30 mins prior to the start of your exam for computer setup and testing. This testing is in addition to the pre-test and familiarisation event you have already attended via zoom.