



Australian Maritime College Office of Maritime Communications (OMC)

Invigilator Guidelines

Office of Maritime Communications (OMC) Invigilators (here referred to just as 'invigilators') may supervise examinations on behalf of the OMC for the:

- Long Range Operator Certificate of Proficiency (LROCP); and
- Short Range Operator Certificate of Proficiency (SROCP).

Where they have been specifically authorised invigilators may also supervise examinations for the:

- Marine Satellite Communications Endorsement (MSCE or Satcom).

These guidelines detail the requirements of invigilators. The invigilator's key responsibility is ensuring examinations are conducted correctly. To do this an invigilator must:

- ensure that current question papers are unavailable to potential candidates before the agreed examination time;
- ensure the correct equipment is available for the practical component of the assessment;
- be vigilant for inappropriate behaviour of candidates during the examination;
- not discuss the meaning of questions with candidates;
- not be biased, or be seen to be biased, towards candidates; and
- inform the OMC promptly when a candidate's examination may have been compromised.

1. GENERAL GUIDELINES FOR INVIGILATORS

- 1.1 An invigilator shall disassociate himself/herself entirely from any examination in which a candidate is a member of that invigilator's immediate family. The invigilator shall be impartial and unbiased.
- 1.2 Where possible the invigilator should be a separate individual to the training provider.
- 1.3 The invigilator may make an agreement with the training provider for compensation for providing their services but an invigilator cannot charge candidates directly. This is to remove the possibility of perceived bias.
- 1.4 An invigilator may be assisted in all tasks connected with the examination by other authorised invigilators.
- 1.5 Where more than one invigilator is involved in an examination, one nominated invigilator will be responsible overall for the preparation and proper conduct of the examination. This invigilator shall also be responsible for the return of all documents to the Office of Maritime Communications (OMC).
- 1.6 The examination consists of two components;
 - a practical component that must be successfully (in the invigilators opinion) completed; and
 - a written component (multi-choice examination).
- 1.7 An invigilator shall not conduct a 'Supported Examination' nor complete the answer sheet on the candidate's behalf. Approval should be sort from the OMC for any variation. A 'Supported Examination' is an examination that is not conducted as per the normal procedures. A person seeking a supported examination because of special needs may need to provide, on request:
- 1.8 A medical certificate identifying the nature of the condition, the need for special consideration and the form of assistance required; or
- 1.9 A written recommendation from an invigilator identifying the nature of the condition, the need for special consideration and the form of assistance required.

2. EXAMINATION PAPERS

- 2.1 The invigilator shall not use examination materials other than those provided by the OMC.
- 2.2 Each OMC examination pack contains the documents required for the candidate to sit the examination. Application, Answer Sheet, Examination Booklet, suggested practical questions and responses and the Examination Lodgement form required to be completed by the Invigilator.
- 2.3 The invigilator shall **not** at any time open an examination booklet.
- 2.4 The invigilator must ensure that the examination packs are kept in a safe and secure location both before and after the examination.

- 2.5 The invigilator shall not, at any time, interfere with, or permit alteration to, any part of any question booklet or answer sheet.
- 2.6 The invigilator shall not, at any time, copy any question booklet or any part of a question booklet.
- 2.7 The invigilator shall not divulge to any person the contents, or any part of the contents of any question booklet.
- 2.8 The invigilator shall not permit any person, at any time, to copy any question booklet, or any part of any question booklet.
- 2.9 The invigilator shall not permit any person other than the bona fide candidate to peruse or read any question booklet or part of a question booklet.

3. PRACTICAL ASSESSMENT

As of the 1 August 2017 a practical component must be included in the assessment of candidates for marine radio qualifications.

- 3.1 The examination pack will include an observation check list with a list of suggested questions for assessment of the practical component for each student. The practical component may be conducted by the invigilator or by someone other than the invigilator. The invigilator must have 100% confidence that the practical assessment has been conducted with integrity and that the practical assessment has been sufficient for the candidate to (as a minimum):
 - demonstrate the ability to use a mariner radio (turn on and off, adjust volume, power, background noise and set channel);
 - demonstrate a Mayday call and message;
 - demonstrate log in, routine call, message and log out;
 - demonstrate an understanding of digital selective calling operating procedures and distress alert; and
 - demonstrate setting the channel for dual watch.
- 3.2 The practical assessment may be conducted at any time the invigilator or assessor decide is suitable.
- 3.3 The Observation Checklist must be completed and signed by both the applicant and the invigilator.

4. EXAMINATION PREPARATION

- 4.1 The examination packs should be requested/ordered at least ten working days prior to the examination date. Invigilators should provide the following information:
 - date, time and venue of the proposed examination;
 - number of applicants, and therefore examination packs required; and
 - the name of invigilator/s to be involved in the examination process.
- 4.2 The invigilator may notify the OMC of the information required in 4.1 either by:
 - telephone 1300 365 262 with the order details;
 - e-mail order to amcom@amc.edu.au;
 - completing the online order at <http://www.amc.edu.au/industry/omc/invigilator-information/marine-radio-exam-order-form>; or
 - mailing the order.
- 4.3 In special circumstances where the invigilator requires an examination at short notice the OMC will endeavour to deliver the required examination by overnight express, if that is suitable, or by electronic means, such as fax or email.
- 4.4 Any changes to the examination details are to be notified to the OMC by phone immediately on 1300 365 262. The OMC will give further instructions if necessary.
- 4.5 The invigilator should ensure that enough invigilators will be present for the examination. There should be a minimum of one invigilator available for every 10 candidates.
- 4.6 The invigilator shall ensure that the room to be used for the examination is of adequate size to easily seat all candidates, leaving sufficient space between candidates to ensure candidates cannot easily communicate with each other. Scheduling of examinations with other functions that may be noisy or distracting should be avoided.
- 4.7 The invigilator shall ensure that all candidates are advised:
 - of the date, time and venue of the examination;
 - that proof of identity of candidates will be required;
 - that a passport-sized photo will be required; and

- that the candidate must pay the examination fee before their examination can be sent to the OMC.

5. IMMEDIATELY PRIOR TO THE START OF THE EXAMINATION

- 5.1 The invigilator shall require each candidate to provide proof of identity and that the candidate has attained 16 years of age or older at the time of the examination (a drivers licence or similar document with photograph is acceptable). The invigilator shall ensure that the details on this document match both the appearance of the candidate and the particulars given on his/her application form. If invigilators are concerned about a candidate's identity the candidate should immediately be excluded from the examination.
- 5.2 Invigilators shall advise candidates that the only material they require for completing a multi choice examination is either a pencil and eraser or biro pen. No other equipment is necessary or acceptable. Calculators, notes and books are not required.
- 5.3 The invigilator shall bring to the attention of all candidates the current valid date on the Question paper.
- 5.4 The invigilator shall ensure that all candidates have correctly completed an application form (e.g. AMC001) and paid the examination fee.
- 5.5 The invigilator shall check each application form for errors and/or omissions and have them corrected by the candidate.
- 5.6 The invigilator shall ensure the candidate provides either:
- a current passport-sized photograph, with the candidate's full name clearly printed on the reverse side, with the application form. The invigilator shall initial the back of the candidate's photograph in order to verify identity of the candidate; or
 - an electronic photo via email, sent by the invigilator. An email by the invigilator is considered to be verification of the identity of the candidate.
- 5.7 The invigilator shall ensure that all candidates are ready to commence the examination at the scheduled time. The invigilator may admit latecomers at his/her discretion but no later than 15 minutes after the commencement of the examination.
- 5.8 The invigilator shall indicate to all candidates the format of the examination paper. That is:
- that the examination is of a multi-choice type; and
 - the pass mark is 70%.
- 5.9 The invigilator shall **read aloud to all candidates the INSTRUCTIONS TO CANDIDATES which appear on the front page of the question paper. Invigilators will be supplied with a copy of the instructions separate to the candidates' exam packs.**
- 5.10 In the **Instructions to Candidates** OMC will provide an example of how the answer sheet should be filled in and how to change the answer. The invigilator shall **demonstrate to all candidates the use of the answer sheet.**
- 5.11 The invigilator shall ensure that each candidate has written his/her name, and included the date of the examination along with the invigilator's name, in the appropriate section on the front page of the Application form.
- 5.12 The invigilator shall advise all candidates that their papers will be forwarded to the OMC in Launceston for marking. The results will be made available directly to the candidate and to the invigilator/training organisation if the candidate gives permission on the application form (release of privacy information section). Certificates to successful candidates and failure notifications will be dispatched by regular post to the address given on the application form unless otherwise notified by the candidate.

6. DURING THE COURSE OF THE EXAMINATION

- 6.1 The invigilator shall not leave the examination room.
- 6.2 The invigilator shall not permit conversation between a candidate and another candidate, or between a candidate and any other person.
- 6.3 The invigilator shall not permit candidates to leave their seats during the examination.
- 6.4 The invigilator shall not provide guidance or enter into discussion with any candidate concerning any examination question or answer. However, if believed necessary, the invigilator may provide assistance to a candidate about use of the answer sheet.
- 6.5 The invigilator shall not permit any candidate to copy the question paper, or any part of the question paper.
- 6.6 The invigilator shall not permit any candidate to remove the question paper, or any part of the question paper from the examination room.
- 6.7 The invigilator shall immediately discontinue the examination of any person believed to be unfairly influencing the outcome of the examination in any way. The invigilator shall also discontinue the examination of any person acting in collusion with another to unfairly influence the outcome of the examination. The invigilator shall immediately remove the question paper(s) and answer sheet(s) of such person(s). A brief written account of the matter shall be made and forwarded with the answer sheets to the

OMC. As soon as practicable, the invigilator shall contact the Manager, OMC, by telephone on 1300 365 262 and discuss the matter.

6.8 The invigilator shall not permit any candidate to leave the examination room until that person has surrendered his/her question booklet and Application form/answer sheet.

6.9 The invigilator shall not re-admit any candidate to the examination room once they have left that room.

7. ON COMPLETION OF THE EXAMINATION

7.1 The invigilator must not discuss any aspect of the examination with any candidate or any other person. Given that the invigilator should not be aware of the content of the question booklet or the candidates answer sheet, the invigilator must not provide advice to the candidate concerning the likely result of his/her examination.

7.2 The invigilator should ask candidates to check that they have included the following materials in their examination pack or a note stating what is happening i.e. electronic photo, payment by invigilator:

- the question booklet;
- the Application form/answer sheet – application details must be correctly completed and a completed answer sheet must have the examination colour and number written at the top;
- either a passport-sized photo with the candidate's name and invigilator's endorsement on the back (not attached to the form) or an emailed photo from the invigilator; and
- either the examination fee, or details of who/how the payment is being made.

7.3 Before leaving the examination venue, the invigilator shall ensure that all candidates have returned all of their examination papers to the invigilator.

7.4 On completion of the examination and the practical component, the invigilator shall place all completed, and unused examination packs in an envelope together with the Examination Lodgement form and the Completed Observation checklists and immediately seal it.

7.5 The invigilator shall, as soon as practicable, report the loss of any part of an examination pack to the Manager OMC, telephone 1300 365 262.

7.6 The invigilator shall ensure that the sealed examination packs are kept in safe custody until they are returned post to OMC.

7.7 Details of payment should accompany the examination pack i.e. cheque or card details, online receipt number, direct debit details or request for pro-forma invoice is enclosed. No cash should be sent through the post.

7.8 The invigilator shall **not** return to the OMC an application form or examination fee for any candidate who does not attend the examination. If this candidate has already paid his/her examination fee, the invigilator shall make all reasonable endeavours to contact this person and make arrangements for completion or refund the monies.

8. REMOVAL OF INVIGILATORS

8.1 Non-conforming to these guidelines will be considered a serious offence by the OMC.

8.2 Any invigilator who breaches these guidelines will have their accreditation removed by the OMC Manager. Once removed, an invigilator may only be accepted as an invigilator again at the discretion of the OMC Manager.

8.3 Invigilators will have the opportunity to appeal a removal of their accreditation. They should apply in writing to the Director, Port and shipping, Australian Maritime College, Locked bag 1397, Launceston Tasmania 7250, within 15 working days of the removal of their accreditation.

9. OMC SERVICE LEVELS

8.1 In order to ensure prompt delivery of both examinations and handbooks, OMC requests invigilators to provide as much notice as possible, as described in section 3.

8.2 OMC has a service level standard of 15 working days to process and dispatch results from the date of receipt of the completed examination pack including the completed Examination Lodgement form, provided that all requirements have been met.

Note – an examination application is considered completed when;

- all examination documents(refer 8.1) have been completed correctly (including receipt of photo and payment); and
- have been returned to OMC

8.3 Where candidates urgently require examination results in order to complete further maritime qualifications (such as Coxswains and Master classes) the OMC will provide confirmation of results as quickly as possible to the nominated person/organisation.

8.4 The OMC will endeavour to respond to your written correspondence within two to three weeks.

8.5 The OMC will endeavour to respond to your telephone calls within a week.

8.6 These guidelines may be changed from time to time by the OMC. The OMC will make every reasonable effort to communicate these changes to invigilators as early as possible.