

AMC – Amateur Radio Assessor Guidelines

AMC – Amateur Radio (AMC-AR) Assessors (hereafter referred to as '**assessors**') may supervise examinations on behalf of AMC-AR for all Amateur Radio Operator's Certificates of Proficiency.

These guidelines detail the requirements of assessors. The assessor's key responsibility is ensuring examinations are conducted correctly. To do this an assessor 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 AMC-AR promptly when a candidate's examination may have been compromised.

1. ASSESSOR REQUIREMENTS

An Assessor will meet the following requirements:

Essential

- The holder of a current valid Amateur Operator's Certificate of Proficiency (Advanced) and a current valid operator Licence;
- Current valid Working with Children Card. (Copy to be supplied with Assessor Application Form); *Some states do not issue cards; in this instance provide a copy of the Authorisation Letter
- Minimum age eighteen (18) years old at date of application.

Desirable

- Certificate IV in Workplace Assessment and Training;
- Other teaching and learning qualifications;
- Experience conducting assessments for amateur radio or other type of assessments in a different workplace.

2. ASSESSOR STRUCTURE

There are two levels of Assessors:

- Assessor (carries out face-to-face and remote assessments (including practicals))
- Assessor [Specialised] (carries out face-to-face, remote and special assessments). Copy of formal qualification to be provided.

3. GENERAL GUIDELINES FOR ASSESSORS

- 3.1 An assessor shall conduct the examination at a suitable venue, eg, local Council Meeting Room, Radio Club/Association, local community hall. A primary residence is not deemed a suitable venue.
- 3.2 An assessor shall disassociate himself/herself entirely from any examination in which a candidate is a member of that assessor's immediate family. The assessor shall be impartial and unbiased.
- 3.3 Where possible the assessor should be a separate individual to the training provider.
- 3.4 An Assessor shall not charge for his/her services. An assessor may be assisted in all tasks connected with the examination by other authorised assessors.
- 3.5 Where more than one assessor is involved in an examination, one assessor will be responsible overall for the preparation and proper conduct of the examination. This assessor shall also be responsible for the return of all documents to the AMC – Amateur Radio office.
- 3.6 The examination consists of two components:
 - a practical component that must be successfully (in the assessor's opinion) completed; and
 - a written component (multi-choice examination).

- 3.7 An assessor shall not conduct a Special Assessment nor complete the answer sheet on the candidate's behalf. Approval should be sought from the AMC-AR for any variation. Refer to Section 7 for further information.
- 3.8 As volunteers all assessors are bound by the University of Tasmania Behaviour Policy which they must read and be familiar with. The policy can be found at https://www.utas.edu.au/data/assets/pdf_file/0007/1466665/6.4-Behaviour-Policy.pdf
- 3.9 Assessors must be familiar with the principles of how to assess competence as set out in TAEASS402 - Assess competence (Release 2) <https://training.gov.au/Training/Details/TAEASS402>.

4. EXAMINATION PAPERS

- 4.1 The assessor shall not use examination materials other than those provided by the AMC-AR.
- 4.2 Each AMC-AR examination pack contains the documents required for the candidate to sit the examination. Application, Answer Sheet, Examination Booklet, Formula Sheet, mandated practical questions and responses and the Examination Lodgement Form required to be completed by the Assessor.
- 4.3 Assessors are permitted to review the examination papers, as required. The Assessor should notify the AMC-AR Office of any exam question related issues by email or on the reverse of Examination Lodgement Form.
- 4.4 The assessor must ensure that the examination packs are kept in a safe and secure location both before and after the examination.
- 4.5 The assessor shall not, at any time, interfere with, or permit alteration to, any part of any question booklet or answer sheet.
- 4.6 The assessor shall not, at any time, copy any question booklet or any part of a question booklet. The assessor shall not divulge to any person the contents, or any part of the contents of any question booklet.
- 4.7 The assessor shall not permit any person, at any time, to copy any question booklet, or any part of any question booklet.
- 4.8 The assessor shall not permit any person other than the bona fide candidate to peruse or read any question booklet or part of a question booklet.

5. PRACTICAL ASSESSMENT

A practical component must be included in the assessment of candidates for the Foundation level qualification, if a certificate of proficiency and then a valid licence is to be obtained. If required, a practical assessment may be completed for candidates being assessed for Standard and Advanced level who have not previously completed a practical assessment. A candidate can also attempt a "stand-alone" Practical Assessment upon request.

- 5.1 The assessor will be provided with Practical Assessments at the time of ordering examinations. The practical component must be conducted by the assessor. The assessor must have 100% confidence that the practical assessment has been conducted with integrity and candidate has completed successfully all of the tasks in the practical assessment sheet that relate to the current syllabus.
- 5.2 The Practical Assessment may be conducted at any time the applicant or assessor decide is suitable.
- 5.3 The Practical Assessment must be completed and signed by both the applicant and the assessor.

Practical Assessment Requirement for Existing Operators

- 5.4 If the candidate has been an active operator as evidenced by an existing operator's certificate (for example a Novice Certificate), the assessor can make a judgment (usually by a conversation with the candidate), that the candidate has suitable practical operating experience. In this case, the practical assessment can be waived. The assessor and candidate should sign off the Practical Assessment and forward for processing with the examination paperwork.
- 5.5 If the assessor concludes that the candidate does not have current competency in the Practical assessment, then the candidate will be required to participate in a practical assessment.
- 5.6 If the assessor is unsure they should contact a Assessor [Specialised] or the AMC-AR office.

6. RESIT ASSESSMENTS

When ordering exam papers through the online portal www.amc.edu.au/industry/amateur-radio the assessor should advise AMC-AR if any papers included in the order are to be used for resit assessments. Name of candidate(s) requiring a resit assessment should be advised in the Additional Comments section of the online order form.

7. SPECIAL ASSESSMENTS

Special Assessments can be provided to candidates who have a disability that prevents them from participating in a normal assessment. A special assessment can be conducted remotely via video conference.

- 7.1 Special Assessments are subject to prior approval by AMC-AR and may only be conducted by an Assessor (Specialised).
- 7.2 The candidate may be required to provide medical evidence of their disability.
- 7.3 The assessor and candidate will discuss and decide on an assessment methodology that takes into consideration the candidate needs and does not compromise the integrity of the examination(s)
- 7.4 The candidate of any special assessment must meet the same competency requirements as any other assessment to be awarded a pass and subsequent certificate.
- 7.5 If necessary, a support person may be present with the candidate during the assessment. The support person must not assist the candidate in any way that may provide the candidate with an assessment advantage.
- 7.6 Depending on the method of assessment chosen the normal time of the assessment can be extended.
- 7.7 The Assessor (Specialised) is given flexibility in the method of assessment, but this must not diminish the integrity of the exam.
- 7.8 With some special assessments the Assessor (Specialised) is required to make a judgment and determine the competency of the candidate.
- 7.9 If the Assessor (Specialised) is unsure of an appropriate method of assessment, they should contact AMC-AR for advice and/or training (usually by an Assessor (Specialised)).
- 7.10 At the conclusion of every special assessment the Assessor (Specialised) will provide a short report describing the method of assessment used and how this met the candidate needs without compromising the integrity of the assessment.

8. REMOTE ASSESSMENTS

- 8.1 An assessor may initiate the request for an assessment on behalf of a candidate or the AMC-AR office may assign a candidate to an assessor for a remote assessment.
- 8.2 When requesting an assessment for a candidate, please provide by email the following information: name, email address, telephone number, date of birth and assessment type.
- 8.3 Any assessment may be conducted remotely.
- 8.4 The approved method is via video conference. Alternative methods require approval of AMC-AR.
- 8.5 The assessor and candidate must use a secure and private communications method.
- 8.6 The security of the examination materials must be maintained to ensure no copying of exam materials outside the control of the assessor.
- 8.7 For the purpose of conducting a remote assessment, the assessor is permitted to make a copy of the electronic exam file supplied by the AMC-AR to enable it to be shared electronically. The file is to have strictly read only functionality, no copying or printing by the candidate. The assessor must delete such copies at the end of the assessment session.
- 8.8 The assessor must be sure that the remote candidate does not have access to information or materials that would provide them with an assessment advantage.
- 8.9 When video conferencing is not available a remote assessment may be conducted by telephone. A telephone only assessment requires a remote supervisor be present with the candidate. The remote supervisor must be approved by AMC-AR.
- 8.10 Remote assessments are permitted for candidates under the age of 18 under the following conditions. A parent/guardian is to be present in the room at all times whilst the examination is being conducted. When requesting the assessment, provide the candidates contact details together with an email address and contact phone number of the parent/guardian available to be present on the day the assessment is planned to take place.

9. EXAMINATION PREPARATION

- 9.1 The examination packs should be ordered at least ten working days prior to the examination date. Assessors should complete an online order at www.amc.edu.au/industry/amateur-radio.
- 9.2 Where the assessor requires examination(s) at short notice the AMC-AR will endeavour to deliver the required examination(s) by the quickest service delivery method.
- 9.3 Any changes to the examination details are to be notified to the AMC-AR by phone immediately on 1300 852 701. The AMC-AR will give further instructions if necessary.
- 9.4 The assessor should ensure that enough assessors will be present for the examination. There should be a minimum of one assessor available for every 5 candidates.

- 9.5 The assessor 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.
- 9.6 The assessor 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 the candidate must pay the examination fee before their examination can be sent to the AMC-AR.

10. IMMEDIATELY PRIOR TO THE START OF THE EXAMINATION

- 10.1 The assessor shall require each candidate to provide proof of identity (a Driver Licence or similar document with photograph is acceptable). The assessor 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 assessors are concerned about a candidate's identity the candidate should immediately be excluded from the examination. Candidates under the age of 16 are required to produce a Student Photo ID, Passport, Medicare card or parent/guardian photo id.
- 10.2 Assessors shall advise candidates that the only material they require for completing a multi choice examination is either a pencil and eraser or biro pen and a basic calculator (non-programmable). No other equipment is necessary or acceptable. Notes and books are not required.
- 10.3 Mobile telephones must be switched off and held for safe keeping by the assessor.
- 10.4 The assessor shall bring to the attention of all candidates the current valid date on the Question paper.
- 10.5 The assessor shall ensure that all candidates have correctly completed an application form (e.g. AR001) and payment details for the examination fee are included.
- 10.6 The assessor shall check each application form for errors and/or omissions and have them corrected by the candidate.
- 10.7 The assessor shall ensure that all candidates are ready to commence the examination at the scheduled time. The assessor may admit latecomers at his/her discretion but no later than 15 minutes after the commencement of the examination.
- 10.8 The assessor 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%.
- 10.9 The assessor shall **read aloud to all candidates the INSTRUCTIONS TO CANDIDATES which appear on the front page of the question paper. Assessors will be supplied with a copy of the instructions separate to the candidates' exam packs.**
- 10.10 In the **Instructions to Candidates** AMC-AR will provide an example of how the answer sheet should be filled in and how to change the answer. The assessor shall **demonstrate to all candidates the use of the answer sheet.**
- 10.11 The assessor shall ensure that each candidate has written his/her name.
- 10.12 The assessor shall advise all candidates that their papers will be forwarded to the AMC-AR office in Launceston for marking. The results will be made available directly to the candidate and to the assessor/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.

11. DURING THE COURSE OF THE EXAMINATION

- 11.1 The assessor shall not leave the examination room.
- 11.2 The assessor shall not permit conversation between a candidate and another candidate, or between a candidate and any other person.
- 11.3 The assessor shall not permit candidates to leave their seats during the examination.
- 11.4 The assessor shall not provide guidance or enter into discussion with any candidate concerning any examination question or answer. However, if believed necessary, the assessor may provide assistance to a candidate about the use of the answer sheet.
- 11.5 The assessor shall not permit any candidate to copy the question paper, or any part of the question paper.
- 11.6 The assessor shall not permit any candidate to remove the question paper, or any part of the question paper from the examination room.
- 11.7 The assessor shall immediately discontinue the examination of any person believed to be unfairly influencing the outcome of the examination in any way. The assessor shall also discontinue the examination of any person acting in collusion with another to unfairly influence the outcome of the examination. The assessor 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 AMC-AR. As soon as practicable, the assessor shall contact the Director, AMC-AR, by telephone on 1300 852 701 and discuss the matter.

- 11.8 The assessor shall not permit any candidate to leave the examination room until that person has surrendered his/her question booklet and Application form/answer sheet.
- 11.9 The assessor shall not re-admit any candidate to the examination room once they have left that room.

12. ON COMPLETION OF THE EXAMINATION

- 12.1 An assessor may provide feedback pertaining to the examination questions whilst ensuring the integrity of the exam is upheld at all times. Copying of questions is not permitted.
- 12.2 The assessor must not provide advice to the candidate concerning the likely result of his/her examination.
- 12.3 The assessor should ask candidates to check that they have included the following materials in their examination pack:
- the question booklet (including formula sheet for Standard and Advanced examinations);
 - 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;
 - the examination fee – by cheque, credit card details provided on the Application Form or through the online payment portal <http://www.amc.edu.au/industry/amateur-radio> ;
 - scribble sheet (if used).
- 12.4 Before leaving the examination venue, the assessor shall ensure that all candidates have returned all of their examination papers to the assessor.
- 12.5 On completion of the examination and the practical assessment, the assessor shall place all completed, and unused examination packs in an envelope together with the Examination Lodgement Form and the Completed Practical Assessments and immediately seal it.
- 12.6 The assessor shall, as soon as practicable, report the loss of any part of an examination pack to the AMC-AR Office, telephone 1300 852 701.
- 12.7 The assessor shall ensure that the sealed examination packs are kept in safe custody until they are returned post to AMC-AR.
- 12.8 Details of payment should accompany the examination pack i.e. cheque or card details, online receipt number, direct debit details is enclosed. No cash should be sent through the post.
- 12.9 The assessor shall **not** return to the AMC-AR 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 assessor shall make all reasonable endeavours to contact this person and make arrangements for completion or refund the monies.

13. REMOVAL OF ASSESSORS

- 13.1 Non-conformance of these guidelines will be considered a serious offence by the AMC-AR.
- 13.2 Any assessor who breaches these guidelines will lose their registration. Once removed, an assessor may only be accepted as an assessor again at the discretion of the AMC-AR Director.
- 13.3 Assessors will have the opportunity to appeal the loss of registration by writing to the to the Director, AMC-AR, Australian Maritime College, Locked Bag 1394, Launceston Tasmania 7250, within 15 working days of the removal of registration stating a case for reinstatement.

14. AMC-AR SERVICE LEVELS

- 14.1 In order to ensure prompt delivery of examinations, AMC-AR requests assessors to provide as much notice as possible, as described in Section 9.
- 14.2 AMC-AR 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 12.3) have been completed correctly (including payment receipt) and
 - have been returned to AMC-AR
- 14.3 The AMC-AR will endeavour to respond to your written correspondence within two to three weeks.
- 14.4 The AMC-AR will endeavour to respond to your telephone calls within a week.
- 14.5 These guidelines may be changed from time to time by the AMC-AR. The AMC-AR will make every reasonable effort to communicate these changes to assessors as early as possible.