

POSITION DESCRIPTION

Position Details

Position Title:	Casual Invigilator and Test Operations Assistant
Reporting To:	Senior Operations Manager Language Testing
Unit / Group:	Language Testing
Direct Reports:	None
Salary Classification:	Invigilator (casual)
Date:	November 2024

Position Summary

The Invigilator and Test Operations Assistant is responsible for ensuring the fair and correct delivery of the IELTS and PTE-Academic tests in accordance with IELTS Australia, Pearson, and RMIT English Worldwide policies and procedures. This includes creating a testing environment that enables the test takers to perform at their best.

IELTS, the International English Language Testing System, is designed to assess the English language proficiency of candidates who want to study or work where English is used as the language of communication. This test has two formats – paper based, and computer based.

PTE-Academic, Pearson Test of English – Academic, has the same purpose as IELTS, and is a computer-based test.

From time to time, this role will be required to perform other administrative duties including assisting at the front desk.

Position Responsibilities and Accountabilities

- Administration of the IELTS and PTE-A Tests
- Responsibility for the registration of test takers into the test room (involving identity confirmation and photo capturing) and for identifying and responding to any instances of malpractice throughout the test.
- Direct test takers to the appropriate rooms and conduct checks to ensure test takers only bring permitted items into test rooms
- Give instructions to candidates throughout the test by following the Invigilator scripts.
- Ensure the test environment in test rooms is appropriate
- Trouble-shoot any technical issues that may happen with the test taker workstations including contacting Test Partners for technical assistance
- Answer test takers enquiries and handle complaints
- Protect the integrity of the tests and ensure there is no malpractice during the test
- Report any incidents to Test Day Supervisor or Admin team

- Assist others to ensure the smooth running of the tests (act as a ‘floater’)

Usual Hours of Work

- Computer-based IELTS tests and PTE-Academic tests are conducted on Monday to Saturday between 8am to 7.30pm
- Paper-based IELTS tests are conducted on Saturdays and Invigilators may be asked to work between 7.15 am and 5.30 pm
- Invigilators may be required to attend professional development and training sessions outside of these regular working hours
- Invigilators must be available for a minimum of 2 days per week (Mon-Fri).
- Shift hours as below (subject to change with short notice)

Shifts	Weekdays
1	08:00am – 01:00pm
2	08:00am – 02:30pm
3	11:45am – 04:45pm
4	08:00am – 05:00pm

Compliance

- The Invigilator and Test Operations Assistant is required to follow the relevant policies and procedures of RMIT UP as well as those set out by the Test Partners: IDP: IELTS Australia, Cambridge ESOL, British Council, Pearson VUE.
- The Invigilator and Test Operations Assistant is required to complete re-certification on an annual basis to maintain accreditation for PTE-A.
- The Invigilator and Test Operations Assistant is required to attend refresher training on an annual basis to maintain accreditation for IELTS.

Organisational Responsibilities and Accountabilities

- Act at all times in accordance with the RMIT Code of Conduct
- Work in accordance with RMIT UP’s policies and procedures including following safe work practices for self and others
- Proactively work towards achieving individual and team goals, whilst demonstrating RMIT UP’s values and behaviours
- Actively engage in and embrace professional development opportunities
- Undertake any reasonable tasks as directed
- RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices.
<https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>

Qualifications, Knowledge, Skills & Attributes

Essential

- Excellent customer service skills
- High order of attention to detail
- Excellent communication skills including experience with clients from a variety of cultural backgrounds and with people whose first language is not English
- Familiarity and confidence in using technology and the ability to troubleshoot under pressure
- Team player willing to assist colleagues and can demonstrate initiative
- Fast learner with a positive attitude
- Reliability and diligence
- Current Working with Children Clearance

Desirable

- Prior knowledge and/or experience in IELTS or PTE-A tests

Working at RMIT University Pathways (RMIT UP)

RMIT UP is owned by RMIT University, and provides a range of education solutions to students, academics and professionals in Australia and overseas.

Our mission is to provide transformative, supportive learning experiences and pathways which open global possibilities to our community of learners. We achieve this through our RMIT values of inclusion, imagination, integrity, courage, passion and impact.

RMIT UP education professionals place the student and customer experience at the forefront of everything we do.

Our key programs and services include Foundation Studies, ELICOS English for Academic Purposes (EAP) and language testing. RMIT UP also houses Informit, a leading research database with a strong focus on specialist Australasian content.

RMIT UP is situated in a state-of-the-art facility within the main RMIT University city campus in Melbourne's CBD. Co-located with Scape Australia, the largest provider of student accommodation in Australia, our building provides a unique offering to international students, housing world-class learning and accommodation in one secure location. students, academics and professionals located in Melbourne and overseas.

Our vision is to be a successful provider of education solutions supporting the lifelong development goals of clients worldwide.

Acceptance of Position Description

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

I have read, understood and accept the responsibilities and accountabilities as outlined in this position description.

Incumbent signature: _____

Date: _____