

Its 8.30am Tuesday Morning – 28th March and you have a number of tasks to administer throughout the day. Some of which are urgent and may incur late fees if not administered within deadlines.

Please indicate by numbering 1 to 10 in the boxes which order you would carry out the tasks and a brief explanation as to why you prioritised the task at that level.

1 = Task actioned first
10 = Task actioned last

- 10

 A batch of certificates has arrived for an exam that took place last month. Result slips were sent last week so students are already aware of their achievement.
.....

- 5

 A student rings first thing in the morning stating they haven't received their certificate – you need to check whether the certificate has been returned, if not you need to check the despatch sheet and enquire with the post office if delivery was achieved.
.....

- 6

 A complaint letter has been received by a student – you need to check the exam report form (completed by invigilators for every exam) to see if any incidents were recorded.
.....

- 1

 An exam is scheduled to start in an hour's time (9.30am) and the invigilator booked has rung in sick and will not be able to attend. You need to arrange alternative cover.
.....

- 9

 You have a number of Invigilators pay claims to prepare; the deadline date for receipt for payment by Payroll for the next payday is the 6th April
.....

- 4

 Scripts from yesterday's exam need to be despatched to the awarding body. The post is collected at 4.30pm everyday.
.....

- 8

 A tutor has emailed you asking for exam dates in June.
.....

- 3

 Examination entries need to be administered and are to be received by the awarding body by 5.00pm, from tomorrow late fees will be incurred.
.....

- 2

 Registrations for Hairdressing need to be administered. The QCA deadline date is today, if this is not actioned today you will not be able to register the students on the scheme they are studying towards (The new scheme is enforce from tomorrow).
.....

- 7

 A tutor has emailed asking for student registration numbers.
.....

Interview Assessment – August 2008

Name:

Please read these instructions carefully;

Below are two scenarios that can occur during the Examination Period.

Please consider how you would deal with the scenarios please write your notes in the space provided. You must respond to Scenario 1 and 2. You will be given 5 minutes to share your thoughts with the interview panel.

Background information

Mid Kent College's peak examination period is from at the beginning of May until the end of June. In the office with you is Therese, Sandy and 3 other members of staff.

Therese mainly deals with students who have Special Exam Arrangements and Sandy deals with overseas exams. Both help out with all other areas of work as well. The remaining 3 staff mainly deal with batching, checking and despatching scripts and preparing the exam material for the next exam session (AM or PM). They are usually occupied with these tasks but can provide basic administrative support.

Scenario 1

It is 0900 and all the exams are due to start at 0930. All the staff are present in the office, one of the invigilators has turned up but is very poorly and is scheduled to run one of the largest rooms but is clearly not up to the task of running such a large exam room. All the other invigilators have turned up and you have a full complement of invigilators in all rooms. The college uses external invigilators to supervise exam rooms and higher education students assist. What would you do to resolve the situation?

Notes

Scenario 2

A student comes into the office 5 minutes before the exam claiming they are ill and require special arrangements. At the same time an invigilator wants to change their invigilation shifts for the following week. Also at the same time an invigilator arrives at your office explaining that they do not have enough answer books. To further complicate matters two tutors arrive to collect their scripts for internally marked examinations. Considering all the resources available, other staff etc what would you do, how would you prioritise and what's the importance of each situation? What lessons would you learn from this experience?

Notes