

Accreditation Board Procedures Manual

Institute of Professional Editors Limited

September 2009

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Revision history

Revision	Date	Comment
A	12 May 2009	Uploaded to IPEd website
B	30 September 2009	

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The accreditation scheme: an overview

Editors are playing an increasingly prominent role in the communications industry, and the accreditation scheme of the Institute of Professional Editors Limited, or IPEd, is designed to augment the profession's reputation and reassure prospective employers.

The scheme is two-tiered, providing for accreditation at the level of Accredited Editor (designated AE) and at senior level, as an Advanced Accredited Editor (designated AAE).

To demonstrate their ability at the accreditation level, candidates must sit an editing exam lasting three hours, preceded by 30 minutes' reading time. The second level, advanced accreditation, is currently in development.

The scheme is administered for IPEd by the Accreditation Board, which consists of delegates from each state and territory society of editors. The board is advised by the Assessors Forum, initially a group of distinguished editors appointed by their societies but ultimately to comprise a pool of Advanced Accredited Editors.

This manual provides guidelines for each of the main groups and individuals—including the candidates—associated with the operation of the accreditation scheme.

The accreditation exam

The purpose of the accreditation exam is to assess candidates' knowledge and use of *Australian Standards for Editing Practice*, published in 2001 by the Council of Australian Societies of Editors, now IPEd. The exam is a test of competence rather than excellence and is designed for editors with at least two to three years' full-time editing experience or the equivalent. Candidates who pass the exam are certified as capable of applying the editorial skills described in the standards.

The frequency and location of accreditation exams is determined by demand, and exams may be postponed if numbers are insufficient to cover costs.

The first two exams (2008 and 2009) were administered in hard copy, requiring handwritten answers. However, future exams may be delivered onscreen or online.

Before the exam

The Accreditation Board announces the exam date at least four months in advance; it also appoints an exam development team to develop the exam (consisting of a Lead Writer/Developer, Exam Reviewers, Timer and Formatter), an Exam Coordinator to supervise its conduct, and an Exam Secretariat to handle registration. These are paid positions, appointed after a tendering process. Everyone associated with the exam process is bound by a strict confidentiality agreement.

The exam date and the cut-off date for applications are advertised on the IPEd website, and materials such as sample exam papers and marking guide, registration details, guidelines for candidates and a Q&A section are provided.

Societies of editors also advertise the exam and the cut-off date for applications in their newsletters and through their email lists and websites. Each society arranges a venue for the exam and provides a sufficient number of invigilators, including a Lead Invigilator [see Guideline 4].

After the cut-off date the Exam Coordinator tells the Accreditation Board and the Lead Invigilators how many candidates have registered to sit the exam at each venue, so that societies can confirm venue bookings.

IPEd sets an application fee to cover the costs of developing, administering, conducting and marking the exam. Candidates submit the fee and their application to the Exam Secretariat (see Guideline 7), which provides a receipt. The Exam Secretariat then passes the applications to the Exam Coordinator, who allocates a confidential reference number to each candidate. All answer papers are identified by these numbers: candidates' names are not shown, and assessors do not know the name of the candidate whose paper they are marking.

The exam day

The exam is held simultaneously in Queensland, New South Wales, Canberra, Tasmania, Victoria, South Australia and Western Australia. On the day of the exam, the Exam Coordinator is required to be on call for the period of the exam, plus 90 minutes before and afterwards, being contactable by phone (landline and mobile) to answer any questions from invigilators.

To be admitted to the exam room, candidates must show their receipt and a form of photo identification, and verify that they have brought their candidate reference number with them. They are encouraged to bring no more than three or four printed reference works to use during the exam. Candidates' own notes or house style may be brought, providing they are securely bound and not loose sheets. Candidates may not communicate with one another during the exam.

When the prescribed three hours and 30 minutes have elapsed, the Lead Invigilator is responsible for collecting all papers, placing them in a package, sealing the package, and storing it securely until it can be delivered to the Exam Coordinator.

After the exam

The Exam Coordinator allocates completed papers to the markers, all of whom are members of the Assessors Forum. The markers attend a weekend workshop during which they are briefed by the Lead Writer/Developer and Lead Exam Assessor; they then mark the papers assigned to them, raising any matters that warrant joint discussion. This ensures that marking is fair and consistent.

All papers that gain a score of 80 per cent overall (with not less than 65 per cent in each of the three sections) are considered as passes. If a paper is considered borderline (scoring between 75 and 79.99 per cent, or other agreed range), the Moderation Subcommittee (consisting of the Chair of the Accreditation Board, the Lead Exam Assessor and one other assessor invited from the current year's marking team) assigns it to another marker. If both markers agree that the paper scores below the pass mark, the result is recorded as a fail. If the two markers cannot reach agreement, the Lead Exam Assessor makes a recommendation to the Moderation Subcommittee on the most appropriate scoring of the paper. The Moderation Subcommittee's decision is final.

The Exam Secretariat, on behalf of IPEd, notifies candidates in writing of their results within approximately eight weeks of the exam date. At no time are exam papers returned to candidates.

Successful candidates receive a certificate showing their accredited status and, if they consent, their names are published in society newsletters and on the IPEd website. Candidates can also opt to have certificates formally presented at a society meeting, if one is being held. Within 12 weeks of the exam the Exam Secretariat sends out certificates to those candidates who may not be able to attend a society presentation, including non-members; the Accreditation Board delegates handle the transfer of the rest of the certificates to the societies.

Candidates who fail receive an examiner's report (written by the Lead Exam Assessor or other assessor commissioned to write the reports, and based on the markers' comments) which explains why they failed. Within 21 days of receiving their results, candidates may appeal against the decision to the Exam Secretariat in writing. A fee of two-thirds of the exam fee is payable to cover the cost of an appeal; if the appeal is upheld, the fee is refunded in full to the candidate.

Appeals are administered by the Lead Exam Assessor, in consultation with the markers, the Lead Writer/Developer and the Chair of the Accreditation Board. An Appeals Tribunal is convened, comprising the Lead Assessor, the Chair of the Accreditation Board and the second marker, which makes a final decision. The Exam Secretariat advises the appellant and the Accreditation Board of the outcome of each appeal. Candidates who fail may re-sit a later exam once at a reduced fee.

After all appeals have been decided, the Lead Exam Assessor and Assessors Forum hold a debriefing meeting and make recommendations to the Accreditation Board with a view to improving the exam or refining procedures. The IPEd Secretary securely stores a hard copy and an electronic copy of the exam paper for consultation by future exam development teams.

The Accreditation Board meets to consider the recommendations of the Assessors Forum, as well as any feedback received from the Exam Coordinator, the exam development team, the Exam Secretariat or anyone else associated with the exam's delivery. The board agrees on the best ways to modify the exam if necessary and reports on its plans for implementation to the IPEd Council.

Advanced Accreditation

Details of the assessment process for Advanced Accreditation are yet to be developed.

Maintaining accreditation

Accreditation will remain current for five years, after which accredited editors may apply for re-accreditation by providing evidence of their continuing involvement in the industry and their participation in professional development activities (through vocational training, conference attendance, presentation of papers, and so on). The Accreditation Board is currently developing detailed guidelines for AEs seeking re-accreditation.

A modest renewal application fee—to cover administration costs—will apply. The first cohort of Accredited Editors will need to apply for re-accreditation by December 2013.

Guideline 1 Accreditation Board delegates

The Accreditation Board is made up of three types of delegates:

- *Society delegates.* These delegates are experienced editors appointed by their societies' management committees. There are seven society delegates on the board; all are answerable both to their own management committee and to the board.
- *The IPEd Council delegate.* This person is responsible for representing the council's interests at all board meetings and other discussions (such as teleconferences) and for reporting to the council on the outcome of those discussions.
- *The Assessors Forum delegate.* The Assessors Forum appoints this person to represent the assessors' interests, to report to the Accreditation Board on the assessors' development work, and to liaise between the board and the assessors.
- *The Lead Exam Assessor.* The Lead Exam Assessor is appointed by the Accreditation Board to liaise between the board and the Exam Development Team.

Whenever possible, all Accreditation Board delegates participate in meetings, teleconferences, email discussions and other Accreditation Board activities. All contribute to decision making on the policy and administrative aspects of the accreditation scheme.

Society delegates

Society delegates are responsible for:

- reporting to their societies' management committees on developments in accreditation
- circulating to board colleagues any questions or concerns raised for discussion by their management committees and other society members
- passing on the Accreditation Board's views on these matters to the management committee or individual concerned.

Society delegates also organise or help organise meetings related to accreditation within their own societies—for example, for providing training in relation to applications for accreditation and advanced accreditation or for discussion of the accreditation scheme in general.

Alternate society delegates

Society delegates participating in Accreditation Board meetings may be accompanied or temporarily replaced by alternate delegates nominated by their management committees. These alternate delegates receive all documentation circulated to other Accreditation Board delegates, as well as a full briefing from the primary delegate when they accept the position of alternate delegate.

Alternate delegates represent their society at any meeting or other discussion if the primary delegate is unable to participate. They may also accompany the primary delegate to an accreditation-related activity interstate, provided their society meets their travelling and accommodation costs. They work with the primary delegate to organise society activities associated with accreditation.

Alternates for IPEd Council/Assessors Forum delegates and Lead Exam Assessor

The IPEd Council and Assessors Forum delegate and Lead Exam Assessor each has an alternate, appointed by their respective bodies, to participate if the delegate is unable to attend an Accreditation Board activity. This may be a standing alternate or another member of the IPEd Council or the Assessors Forum appointed before a teleconference or other meeting.

Guideline 2 Assessors Forum

The inaugural members of the Assessors Forum are senior editors acknowledged by their societies for their career experience and extensive knowledge of editing, and therefore considered suitable assessors for the accreditation exam. It is planned that ultimately membership of the Assessors Forum will be by invitation from the Accreditation Board to Advanced Accredited Editors.

The role of the assessors is as follows:

- to advise on the content and format of the editing exam and its marking scheme
- in conjunction with the Accreditation Board, to formulate the brief for the exam development team
- to contribute to the exam question database that the exam development team can draw upon when compiling the exam
- to mark the exam papers and moderate the results in consultation with the other markers—to ensure consistency
- after marking and appeals have been completed, to assess the strengths and weaknesses of the exam and the associated procedures, and to make recommendations for refining subsequent exams.

Marking the exam

Marking is weighted, and the emphasis is on whether or not a candidate's answers show that they can apply *Australian Standards for Editing Practice*. Many questions will have more than one correct answer.

When marking a candidate's paper, assessors look for a number of things:

- a grasp of the meaning of the question and a reasonable attempt to respond to it
- recognition that various aspects of editing are connected to other aspects not necessarily mentioned in the question
- an understanding of the business aspects of publishing
- sensitivity to the needs of a particular readership
- respect for the author's voice where appropriate
- failure to notice glaring errors
- failure to eliminate unnecessary words or meaningless variation
- changing something that is correct into something that is wrong
- efforts to avoid pedantry, tautology, vogue words and the use of trendy language to impress
- unnecessary rewriting, or failure to follow the brief set out in the question.

No quotas or percentages are applied to determine the number of successful candidates; all papers that achieve the pass mark of 80 per cent overall (with not less than 65 per cent in any of the three sections) are considered to have passed.

On each exam paper every answer is marked, even if the pass mark has already been reached. Candidates are awarded marks for what they do correctly. Marks are not deducted if a candidate misses things: the marks are simply not awarded. Marks are deducted only if a candidate introduces an error.

Marking

Assessors are required to attend a weekend workshop approximately two weeks after the exam. At the workshop they mark their assigned papers in consultation with the Lead Writer/Developer and the other assessors, to ensure that exam responses are assessed consistently and fairly. Confidentiality is maintained, and papers are identified by number only. The costs of the marking weekend are borne by IPEd as part of the budget for the exam.

In 2009, the assessors who marked the 2008 exam will be required to act as mentors to any assessors who did not mark in 2008; it may be helpful to establish these mentoring relationships at the start of the weekend, with location of assessors a key consideration.

This weekend workshop might be optional in future years, and marking might be done in state-based groups. This could be followed by national teleconferences in which assessors can discuss and reach agreement on difficult points.

Post-exam evaluation

After the exam the Assessors Forum holds a teleconference to assess the strengths and weaknesses of the exam and associated procedures, and develops recommendations for improvement. The Assessors Forum delegate conveys the recommendations to the Accreditation Board for action; after that the recommendations are securely stored by the IPEd Secretary for later reference.

Assessors' obligations, entitlements and fees

Assessors must sign a confidentiality agreement and observe professional confidentiality and the requirements of privacy legislation when collecting, using and storing material supplied by candidates. For example, they must use a password to prevent unauthorised access to electronic files, they must keep backup copies of electronic files, and they must store all files securely.

If there is a potential conflict of interest—if, say, an assessor thinks they know whose paper they are marking—the assessor must return the paper to the Exam Coordinator so that it can be allocated to another marker. Similarly, if the Accreditation Board were to become aware of a potential conflict of interest, it would exempt the assessor from marking a particular paper.

IPEd provides professional indemnity insurance for assessors and meets assessors' expenses, such as accommodation and fares, associated with participating in Assessors Forum meetings. All such expenses and associated claims must be in accordance with current IPEd policy.

With prior agreement, IPEd reimburses assessors for reasonable costs incurred in training or in preparing or marking exam papers. These costs typically include postage—Platinum Post (max. 3 kg) is preferred to ensure timely and secure transfer of papers between assessors and the Exam Coordinator. Additionally, the board pays assessors an agreed fee for marking an exam paper; in 2008 and 2009 this fee was \$125 per paper.

All fees exclude GST where applicable. IPEd pays assessors' fees and expenses within 30 days of presentation of an invoice.

Guideline 3 Lead Exam Assessor

The role of Lead Exam Assessor has four key tasks:

- liaison between the Accreditation Board and the exam development team
- coordination of exam results and examiners' reports
- convening of Appeals Tribunals
- authorisation of payments and reimbursements for assessors.

Liaison between the Accreditation Board and the exam development team

The Lead Exam Assessor acts as a first port of call for the exam development team, on behalf of the Accreditation Board, on matters specific to the accreditation exam, i.e. relating to the content and procedures of the actual exam. [Note that the Chair of the Accreditation Board liaises with the exam development team regarding appointments, payments and scheduling.]

The role is a consultative one. The Lead Exam Assessor is not expected to be an active participant in setting the exam. The purpose of the role is to represent the board and support the exam development team while maintaining confidentiality of the exam within a small group of people. The Lead Exam Assessor should be available to help the exam development team resolve any issues that arise during the setting of the exam.

The recommendations of the Lead Exam Assessor should be deemed by the exam development team and the Accreditation Board to be final.

The Lead Exam Assessor should refer issues to the board for resolution only if absolutely necessary, but the requirements of confidentiality for the exam mean that issues can be discussed only in the most general of terms.

Communication between the exam development team and the Lead Exam Assessor is to be on a strictly confidential basis, in order to ensure the security of the exam paper.

The Lead Exam Assessor must be a party to the IPEd confidentiality agreement.

The Lead Exam Assessor must be a member of the Accreditation Board with sufficient experience as a board member to be able to represent accurately the views of the board and to have a strong understanding of how decisions of the board have been made in order to provide sound advice, without having to refer matters to the board.

The Lead Exam Assessor must be a member of the Assessors Forum; that is, she/he must be someone who already has senior standing as a Distinguished Editor or an Advanced Accredited Editor.

Coordination of exam results and examiners' reports

The Lead Exam Assessor receives from the Exam Coordinator all failed and borderline papers and their respective marking sheets. The Lead Exam Assessor compiles sufficient information to ensure the Moderation Subcommittee is able to assess and decide on the next step for each paper.

The Lead Exam Assessor convenes a teleconference of the Moderation Subcommittee to decide on the next step for each paper, including assigning papers for re-marking to independent assessors. The Moderation Subcommittee is made up of the Chair of the Accreditation Board, the Lead Exam Assessor and one other assessor invited from the current year's marking team.

In the event that two markers disagree on the results of a paper, the Lead Exam Assessor reviews the paper and recommends the most appropriate scoring.

The Lead Exam Assessor drafts examiner's reports for all candidates, for proofreading and approval by the Chair of the Accreditation Board. [This is a paid task that may be assigned to another assessor who has marked the current year's exam.] When the examiner's reports and cover letters have been finalised, the Lead Exam Assessor provides these to the Chair of the board for collating (matching candidate numbers to names and addresses) and sending.

Convening of appeals tribunals

The Lead Exam Assessor receives a fresh copy of the appellant's exam paper and associated correspondence (with personal details removed) from the Exam Secretariat and appoints an assessor (excluding any assessor/s who previously marked that paper) to re-mark the paper.

The Lead Exam Assessor convenes an Appeals Tribunal for each appeal, comprising the Chair of the Accreditation Board, the Lead Exam Assessor and the second assessor. The tribunal assesses the case and decides on whether or not to uphold the appeal. It then drafts a response to the appellant, to be sent out by the Lead Exam Assessor on behalf of the Accreditation Board.

Authorising payments and reimbursements for assessors

The Lead Exam Assessor keeps a tally of the papers marked by each assessor, and invites assessors to submit their invoices. The Lead Exam Assessor checks the invoices and forwards them to the IPEd Secretary for payment.

The Lead Exam Assessor approves all expenditure considered 'incidental' by the exam development team and assessors, prior to such expenditure being incurred. The Lead Exam Assessor checks the reimbursement forms and accompanying documentation, and forwards them to the IPEd Secretary for payment.

Guideline 4 Societies of editors

The societies of editors have a central role in preparing their members for the accreditation exam. They hold meetings and workshops to discuss the exam requirements and content, and answer questions; they workshop sample exam papers and other material provided by the Accreditation Board and provide links to relevant information on the IPEd website. They also acknowledge successful candidates.

Candidate preparation

Societies hold meetings and/or workshops to help prepare candidates for the exam. In developing meetings and workshops for this purpose, societies should:

- emphasise the importance of prospective candidates sitting the sample exam under exam conditions
- focus on exam techniques
- refer to any guidelines for workshops provided by the Accreditation Board

Before the exam

On receiving from the Accreditation Board advice of a scheduled exam, societies widely publicise the details through their newsletters and email groups, on their websites, and by any other means they consider useful.

In the run-up to the exam, the Accreditation Board expects that the societies will stage workshops to prepare candidates for the demands of the various types of question. These preparatory workshops may be led by Distinguished Editors, AAEs or AEs, or otherwise qualified editors. In the interests of fairness to editors in all states, the workshops should not be led by those appointed to develop the exam in the same year, including the Lead Exam Writer or contributing writers, triallers of the exam, the Lead Exam Assessor, or the Chair of the Assessors Forum.

The societies are also responsible for:

- finding exam venues
- following all instructions on the venue checklist (below)
- uploading directions and also maps, if necessary, to their website to guide candidates
- appointing sufficient invigilators (including a Lead Invigilator and alternate) and submitting their names to the Accreditation Board for approval no later than four weeks before the exam
- ensuring contact details for the Lead Invigilator (and alternate) are provided to the Exam Coordinator, to arrange delivery of the exam papers.

Venues and invigilators are required for five hours—one hour for preparation, three hours and 30 minutes for the exam, and 30 minutes for collation of papers and clearing up. Two invigilators (one of them in the position of Lead Invigilator) are sufficient if there are no more than 25 candidates;

three are required for up to 50 candidates, and an extra invigilator should be provided for every additional 15 candidates beyond 50.

Once the approximate number of candidates is known for each location, the societies—via their Accreditation Board delegate—book the venues and invigilators, and confirm this with the Exam Coordinator four weeks before the exam date, when the final numbers are known.

As soon as registrations have closed, the societies are also responsible for providing a list of paid-up members to their Accreditation Board delegate so that they can confirm that the candidates who have registered at the members' fee are indeed fully paid-up financial members.

After the exam

After the exam the societies forward invoices for venues, couriers, and postal and sundry expenses to the IPEd Secretary for payment. Payment occurs within 30 days of the secretary receiving evidence of costs.

Having received notification from the Accreditation Board, the societies (at their discretion) publish in their newsletters and on their websites the names of candidates who have gained accreditation and have agreed to be so identified. Societies are responsible for distributing certificates to successful candidates, in whatever way they consider appropriate; they may, with candidates' permission, formally present them at a presentation ceremony. Societies include on their websites explanations of 'Accredited Editor' (AE) and 'Distinguished Editor' (DE).

Exam venue checklist

Location

- The venue should be within easy access of country and metro public transport and accommodation, especially for candidates travelling from regional and remote areas. However, availability of free/inexpensive car parking facilities may be critical for candidates in capital cities where public transport is sketchy.
- Inspect the venue, nearby accommodation, transport and parking facilities to ensure they are suitable.
- The venue should not be located in a noisy area, such as close to a busy road, intersection or shopping centre. Try to inspect the venue on a Saturday afternoon to get a sense of the likely noise levels on the exam day.

Selecting a venue

- Conduct a site inspection of the venue before booking it, and immediately prior to the exam.
- Ensure that the venue has adequate space and appropriate seating for the expected number of candidates, and adequate ventilation and toilet facilities (male and female). Ensure that neighbouring residents, office or other personnel are not likely to wander into the venue during the exam time.

- The venue should have a table suitable for use as a registration point and for invigilators' use during the exam.
- Check the telephone facilities in case of emergency—mobile phone cell range and/or public telephone facilities.
- Find out whether the venue has facilities to provide fresh water or other facilities—these are not required but information on them might be useful. [Note: Some societies provided bottled water and lollies at the 2008 exam, which was greatly appreciated.]

Seating

- Individual desks/tables would be preferable; these should provide a reasonable amount of space for candidates to spread out their work. The ideal arrangement is two desks pushed together, to allow candidates to sit at one desk with their papers and use the other for reference books.
- Chairs should be suitable for candidates to be able to sit in them continuously for up to 3 hours and 30 minutes.
- Consider well in advance how the room will be arranged on the day of the exam, including who will be undertaking any rearrangements needed. Ensure that candidates will not be able to view each other's work, or to easily communicate with each other; invigilators (minimum two per venue) should be able to see what candidates are doing at all times.

Booking the venue

- Ask for the venue's booking conditions, such as payment terms, deposit terms, maximum occupancy numbers, arrangement of furniture/desks, etc.
- Ask about the venue's emergency evacuation and other safety policies, as well as the security arrangements, such as alarm systems and doors, windows and other facilities that may need to be unlocked/locked.
- Make sure you know where the venue's keys, light switches, heating/cooling switches and clocks are located, and check that they are working beforehand.
- Find out about the venue's cleaning policy—who will be responsible for cleaning the venue before and after the exam?
- Ensure you obtain receipts for the booking deposit/payment, and that these include all the relevant information, such as date and time.
- Ask for the contact details of someone who will be able to respond if anything goes wrong at the time of the venue booking.
- Consider booking or asking for an additional secure room or space: candidates travelling from regional or remote areas might need somewhere to store their baggage during the exam.

Day before/day of the exam

- Ensure that you provide all relevant information about the venue to all invigilators, but especially the Lead Invigilator and alternate.
- Request or create signage to ensure that candidates are clearly directed to the registration point on arrival.
- It may be helpful to have on hand directions to a couple of nearby venues in case candidates wish to seek refreshment together after the exam.

Invigilators

- Appoint an appropriate number of invigilators. Two invigilators are sufficient if there are no more than 25 candidates; three are required for up to 50 candidates, and an extra invigilator should be provided for every additional 15 candidates beyond 50.
- One invigilator needs to be designated the Lead Invigilator, whose role it will be to coordinate the exam and liaise with the Exam Coordinator. An alternate Lead Invigilator should be nominated.
- All invigilators are required to sign the IPEd confidentiality agreement; a signed agreement for each invigilator should be forwarded to the Exam Coordinator prior to the exam.
- For further information about the role and responsibilities of invigilators, see Guideline 9.

Guideline 5 Exam development team

Four months before the scheduled date of an exam the Accreditation Board, in consultation with the Assessors Forum, appoints an exam development team to prepare the exam paper. This team consists of eight people:

- one lead writer/developer
- two co-writers/developers
- one formatter
- two proofreaders
- one crosschecker
- one exam trial manager.

Anyone involved in any aspect of the exam's development or implementation must:

- be an Accredited Editor or Distinguished Editor, or
- have no intention of ever sitting the exam.

Each person must also sign the confidentiality agreement.

The Lead Writer/Developer, the Co-Writers/Developers and the Formatter prepare the draft exam and the answers. In consultation with the Assessors Forum, they also prepare the sample exam. For both, they provide detailed guidelines on the marking system to be applied and the weighting for each question, as well as a marking sheet.

The Lead Writer/Developer and the Co-Writers/Developers are responsible for annotating and updating the exam database.

The Lead Writer/Developer is responsible for supplying to the Exam Coordinator, by the required date, a final formatted exam and answer sheet ready for printing, together with associated materials such as marking guides.

Before the exam

The Lead Writer/Developer

The Lead Writer/Developer has primary responsibility for developing and delivering the exam paper, revised sample exam, marking sheets and marking guides for final formatting by the agreed dates. The Lead Writer/Developer provides a draft version of the exam to the Exam Trial Manager by the agreed date for trialling, timing, crosschecking and revision, and works closely with the two Co-Writers/Developers from the beginning. Throughout the process, the Lead Writer/Developer also works closely with the Formatter, the two proofreaders, the crosschecker, the Exam Trial Manager and the Lead Exam Assessor. The Lead Writer/Developer provides the Exam Coordinator with a finalised and formatted exam paper, marking sheets and marking guides by the agreed date.

In developing the exam the Lead Writer/Developer can make use of the collection of sample questions provided by the Assessors Forum, choosing and amending questions as required. The

detailed guidelines on the marking system to be applied will allow for weighting of the marks according to the importance of each question. The exam marking sheet simplifies the task of the assessors as much as possible.

The Co-Writers/Developers

The two Co-Writers/Developers are responsible for assisting the Lead Writer/Developer to develop the exam questions and to refine the exam and the sample exam, providing input and support in response to briefing by the Lead Writer/Developer, and testing the answer sheet and marking guide. The Co-Writers/Developers work closely with the Lead Writer/Developer from the beginning.

The Formatter

The Formatter is responsible for the formatting of the exam paper, the sample exam, the answer sheets and marking guides, using the most appropriate software.

The proofreaders

The two volunteer proofreaders ensure that the exam paper meets the Accreditation Board's requirements. The proofreading task calls for the person to read the exam paper 'blind' and alert the exam development team to any inaccuracies or infelicities that have crept into the paper during development.

The crosschecker

The volunteer crosschecker checks the exam paper and the sample exam carefully against the respective answer sheets and marking guides, to ensure that all answers are relevant, appropriate, clear and consistent. The crosschecker then raises any queries with the Lead Writer/Developer and informs the Lead Writer/Developer of any inconsistencies or errors.

The Exam Trial Manager

The volunteer Exam Trial Manager arranges for six volunteer exam testers, all Accredited Editors, to take the exam under exam conditions on a designated trial day. Two testers will be drawn from each of three societies; the invigilators are members of the Accreditation Board or the Assessors Forum.

If it is not possible for the exam testers to sit the complete exam, they trial Sections 2 and 3 independently under exam conditions.

Exam testers then provide feedback to the invigilators on the time allowed, level of difficulty and choice of questions.

Three assessors mark these trial exams.

The Exam Trial Manager supplies to the Lead Writer/Developer by the agreed date the reports from invigilators and collated feedback from exam-takers. This information is used to make revisions to the exam and influences the content of the marking guide.

After the exam

The Lead Writer/Developer attends the assessors' moderating workshop or teleconference to provide guidance on marking the exam and to answer questions during trial marking.

Team members' obligations, entitlements and fees

The Lead Writer/Developer, the two Co-Writers/Developers and the Formatter are required to sign a contract setting out the terms and conditions of their engagement. The contract does not establish an employer–employee relationship, and it does not in any way signify a promise of additional or future work or employment, including engagement to develop any future exams. All team members are required to sign a confidentiality agreement stating that they will treat all aspects of the exam development process as strictly confidential. If at any time this confidentiality is breached, or is at risk of breach, the team member or members must inform the Exam Coordinator as soon as possible.

Remuneration for each position makes provision for all expenses, fees, overheads and outgoings related to the brief for that position. For the briefing and moderating weekend, travel, accommodation, meals and incidentals for the Lead Writer/Developer will be arranged by the Accreditation Board or reimbursed on presentation of receipts. Expenses must, however, be approved by the Exam Coordinator before they are incurred.

Copyright in the exam, the sample exam, the answer sheet, the marking guide, the exam question database and the guidelines and briefing papers rests with the Institute of Professional Editors Limited.

Guideline 6 Exam Coordinator

The Exam Coordinator oversees the administration of the accreditation exam, with support from the Chair of the Accreditation Board and the Lead Exam Assessor.

Responsibilities

There are three broad facets of the Exam Coordinator's responsibilities—pre-exam administration, exam-day support and post-exam administration.

Pre-exam administration

In the lead-up to the exam the Exam Coordinator:

- receives exam applications in an Excel spreadsheet from the Exam Secretariat and allocates reference numbers to candidates
- informs candidates of their reference number and guides applicants to exam information on the IPEd website
- obtains quotations for secure printing of the exam paper, recommends a printer to the board and, once approval is obtained from the board(via the Chair), books a time with that printer for printing the exam
- develops a checklist for each venue that lists each candidate's name and number; amends this list as advised by the Exam Secretariat (additions, withdrawals, lack of funds)
- creates a contact list for the Lead Invigilators
- approximately one week after close of registrations, informs the Lead Exam Assessor of the number of registrations, so that the appropriate number of assessors can be arranged for marking of the exam
- approximately two weeks after the closing of registrations, emails a list of candidate names by venue to the Lead Invigilators so that they may confirm with their society treasurers that all registered candidates claiming to be financial members of societies are in fact so
- in response to feedback from the Lead Invigilators, emails any non-members to say that they will not be permitted to sit the exam unless their membership subscription has been paid
- receives the exam paper, marking sheet and marking guide ('exam documents') from the Lead Writer/Developer, by the scheduled deadline and organises the printing of the correct number of papers (including some extra copies) as well as the secure storage of the printed materials
- prepares courier bags/boxes in order to securely dispatch the exam papers and attendance checklist, and any accompanying materials, to the Lead Invigilators

- sends the bags/boxes with exam papers (only) to the Lead Invigilators—or designated authorised recipient
- liaises with the Lead Exam Assessor to arrange for secure printing of the marking sheet and marking guide in the state where the assessors' marking weekend is to take place
- if a candidate sends in notification that they are unable to sit the exam, contacts the Lead Invigilator for that exam venue so that they can amend the attendance sheet.

Exam-day support

On the day of the exam the Exam Coordinator provides administrative support to the invigilators at all exam venues. This means the coordinator is 'on call' for up to seven hours—the three hours and 30 minutes of the exam, an hour and 30 minutes before the exam, and an hour afterwards, plus allowance for the one-hour delay in starting the exam in Western Australia. The Exam Coordinator should provide both a landline and a mobile number.

Post-exam administration

After the exam the Exam Coordinator:

- receives the completed exam papers, the attendance checklists and the exam-day reports from the Lead Invigilator for each exam venue
- scans the answer papers and burns them to CD, making two copies: one to be retained by the Exam Coordinator and one by the IPEd Secretary until all appeals have been resolved. Both CDs are to be held securely until the Council has deemed they may be securely destroyed
- attends the moderating weekend to facilitate the marking process by:
 - assigning a confidential assessor number to each assessor who will be marking the exam
 - distributing the exam papers, marking sheets and marking guide to assessors, maintaining records of what has been received and to which assessor(s) it has been assigned
 - providing the Moderation Subcommittee (via the Lead Exam Assessor) with all the failed and borderline exam papers and marking sheets, plus an additional marking sheet for each paper that needs to be re-marked (Lead Exam Assessor to advise)
 - checking the addition of marks, over the course of the moderating weekend as well as afterwards
 - collecting the marked exam papers and collating the results
- provides one hard copy of the exam and associated marking sheet and marking guide to the IPEd Secretary for secure storage; destroys all other unused papers
- meets with the Accreditation Board (by teleconference or in person) as required to debrief on the conduct of the exam; this includes discussion of invigilators' feedback
- within seven weeks of the exam, conveys the exam results to the Exam Secretariat, which notifies candidates on behalf of IPEd and the Accreditation Board

- provides to the Accreditation Board and the IPEd Secretary the names of editors who have passed the exam.
- liaises with the Lead Exam Assessor to expedite appeals by providing copies of the appellants' papers and marking guides as required.

Appointment and reporting

The Exam Coordinator is appointed by the Accreditation Board and reports to the Accreditation Board as required, through the Chair of the board. If the coordinator is unsure about any matter related to their role and responsibilities, they should direct their queries to the Chair of the Accreditation Board.

Payment

The Exam Coordinator is paid at a rate negotiated with the Accreditation Board, and expenses identified by prior arrangement (such as telephone calls) are reimbursed on provision of supporting documentation. Invoices submitted to the Accreditation Board are payable within 30 days.

Accessibility

Because many of the Exam Coordinator's duties are time-sensitive, the appointee must be available during the hours or periods specified by the Accreditation Board.

The coordinator must provide both a mobile and landline telephone number and must be available to respond promptly to telephone calls during the seven hours specified by the Accreditation Board as 'on-call' hours for conduct of the exam.

Confidentiality and security of information

Successful and fair conduct and administration of the exam call for a high level of confidentiality and discretion on the part of all concerned. The Exam Coordinator personally must guarantee the confidentiality of information and materials at all times.

Candidates' reference numbers must be treated as 'PINs', and the Exam Coordinator is asked to inform candidates to treat them confidentially.

All exam papers that have been printed must be accounted for by the Exam Coordinator. A single electronic version of the exam must be provided to the IPEd Secretary for archiving purposes, but all other printed papers not used in an exam must be destroyed. Completed exam papers must be returned to the Exam Coordinator after marking, to be stored securely (as advised by the Accreditation Board) and securely destroyed when notified by the Accreditation Board.

Correspondence between the Exam Secretariat, the Exam Coordinator, the Lead Exam Assessor, the Lead Writer/Developer, the markers and the Accreditation Board in connection with candidates and appellants must be kept secure and confidential.

Liaison

The Exam Coordinator liaises as necessary with the various societies through a society's Accreditation Board delegate, with the Lead Invigilators for each society, and with the Lead Exam Assessor and the Chair of the Accreditation Board.

Guideline 7 Exam Secretariat and IPEd Secretary

In addition to carrying various responsibilities specific to the exam, the IPEd Secretary may also perform the role of Exam Secretariat. Both are described in this guideline.

Exam Secretariat

In general, the Exam Secretariat does the following:

- In all operations, observes confidentiality and data back-up requirements as directed by the Accreditation Board.
- Maintains and ultimately stores on a CD:
 - the files for all candidates
 - a record of all financial transactions
 - a record of all correspondence, including withdrawals, refunds and appeals
 - a list of all editors who have gained accreditation.

Pre-exam administration

In the lead-up to the exam the Exam Secretariat is responsible for the following:

- From the date that registration is declared open, receive applications and deposits (by EFT or AnyPay, cheque or money order) from candidates. Set up an electronic file for each candidate and record in it all payments and receipts (including dates), the candidate's location, contact details, society membership and whether they prefer to receive their certificate by mail or have it formally presented to them.
- Deposit all payments into the IPEd account within one week of arrival and email a receipt to the candidate within the same time frame.
- Once a receipt has been issued, forward the application to the Exam Coordinator.
- If there is a problem with a transaction (say, a cheque bounces), contact the candidate within two days to advise them of the problem and alert the Exam Coordinator.
- Refer any exam enquiries to the relevant Accreditation Board delegate as listed on the IPEd website.
- The day after registrations and payments close (31 July for the 2009 exam), notify the Exam Coordinator and the Accreditation Board of the number of candidates to date. If the number is over the agreed target and the exam is therefore to proceed, send out an announcement via email to all applicants and place an announcement on the IPEd website. If the exam is to be postponed, notify all candidates by email of the decision and the proposed new date (if available).
- Ensure all payments are deposited into the IPEd account within one week of their arrival and email a receipt to the candidate within the same time frame.
- No less than four weeks before the exam date, notify the Exam Coordinator and the Accreditation Board of the final number of candidates at each location, the total income from fees, any problems in handling transactions, and any refunds made.

Post-exam administration

After the exam the Exam Secretariat is responsible for the following:

- Receive from the Exam Coordinator the list of results—pass and fail—and send notification to candidates on behalf of IPEd and the Accreditation Board within six weeks of the exam date. The Accreditation Board will provide standard letters.
- Receive the signed certificates from the IPEd Secretary for those candidates who did not want a public presentation and post them out within 12 weeks of the exam. The Accreditation Board delegates will handle the transfer of the remainder of the certificates to the societies.

Appeals

It comes within the Exam Secretariat's brief to receive written appeals and forward them immediately to the Exam Coordinator. Within one week of receiving an appeal the Exam Secretariat should also deposit the appeal fee in IPEd's account and send acknowledgment and a receipt to the appellant.

The Exam Secretariat also keeps a file containing a log of all correspondence associated with appeals.

The IPEd Secretary

The IPEd Secretary is responsible for the following:

- Within 30 days of receipt, and having gained the Accreditation Board's agreement, arrange for payment of invoices from the exam development team, the Exam Coordinator and any other people authorised by the board to charge for their services in relation to the exam.
- Reimburse societies' venue, courier and postal expenses on submission of receipts.
- In the case of an appeal being upheld, send the refund to the appellant.
- Store in a secure place an electronic copy and one hard copy of the exam and associated materials, as provided by the Exam Coordinator, as well as the CD recording all transactions and correspondence relating to registration, notification of marks and appeals.
- Arrange for the Chair of the IPEd Council to sign the Accredited Editor certificates and return these to the Exam Secretariat for dispatch.
- Maintain a list of all editors who have gained accreditation.

Confidentiality

The proper conduct and administration of an exam call for a high level of confidentiality and discretion on the part of all concerned. The Exam Secretariat and IPEd Secretary must keep information and materials confidential at all times.

Guideline 8 Candidates

A detailed guide for candidates, entitled *Accreditation 2009: Guide for candidates*, is provided on the IPEd website at <http://www.iped-editors.org/content/accreditation-program>.

The guidelines are based on this manual but cover the 2009 exam process from a candidate's perspective, providing a quick reference guide on:

- the exam's content and structure
- how to register
- how to prepare, including information on the sample exam
- what to bring with you
- what to expect on the day of the exam
- how and by whom the exam is marked
- how you will be notified of your result
- the appeal process
- how your state society will assist in the process.

Prospective candidates should refer to this document and to the 'Q&A' located on the same site.

Guideline 9 Invigilators

Only members of the Assessors Forum, Accredited Editors, society members who do not plan to apply for accreditation at any time, and people who have no association with the industry may act as invigilators. An invigilator has three broad responsibilities:

- to maintain the best possible exam environment for candidates
- to ensure that no candidate has an unfair advantage relative to the other candidates
- to ensure consistency with the exam environment in all other venues.

Invigilators are required at each exam venue for five hours: at least one hour before the exam and approximately 30 minutes afterwards. At all times at least one of them should be in the exam room. Two invigilators (one of them in the position of Lead Invigilator) are sufficient if there are no more than 25 candidates; three are required for up to 50 candidates, and an extra invigilator should be provided for every additional 15 candidates beyond 50.

All invigilators must sign the IPEd confidentiality deed poll and return it to the Chair of the Accreditation Board. The confidentiality deed poll has a term of five years.

Before the exam

The Lead Invigilator is responsible for checking the venue well before the exam to ensure they are familiar with the set-up, that the venue still meets all the requirements of the venue checklist (see Guideline 4, Societies), and that they have emergency contact details for the venue (e.g. building security, grounds staff) on the day of the exam. They work with their society's Accreditation Board delegate to prepare directions for candidates, including a map if necessary, and upload these to their society's website as much in advance of the exam as possible.

They should find out from their delegate whether any candidate requires special consideration, and ensure that appropriate arrangements are in place (see also below, *Special arrangements*).

It is the Lead Invigilator's responsibility to provide a scribble pad for each candidate, spare pens and pencils, a pencil sharpener, several spare calculators, a box of tissues and water for the candidates. The following are permissible for writing: black, red and dark blue pens (ink, Artline, Frixion erasable), and B range pencils, e.g. 2B. Note that HB and H range pencils are too faint, and that highlighter pens are not permitted. The calculators must be stand-alone devices, e.g. not a calculator function on a phone.

Two or three weeks before the exam, the Lead Invigilator will be contacted by the Exam Coordinator to organise delivery of the exam papers by courier or Platinum Post. The Lead Invigilator notifies the Exam Coordinator when the exams arrive and then opens the box or envelope/s (alone or with another invigilator) to check the contents.

For 2009, the contents will include:

- Saddle-stitched copies of a 56-page exam booklet, sufficient for the number of candidates.

- Sets of nine loose sheets comprising the editing extract and queries for the author for Part 2 (five sheets) and a question from Part 3 (four sheets), sufficient for the number of candidates.
- Several extra copies of the exam paper.
- Plastic sheets into which the candidates place the exam papers (the booklet and all nine loose pages) at the end of the exam.
- Sticky labels for the candidates to seal the packets.
- Invigilator instructions, including Guideline 10 Exam emergency procedures.
- An attendance checklist, up to date at the time of issue.
- A return label, to be placed on the SIDE of the box, or a return envelope.

The Lead Invigilator should check that all pages of each copy of the exam are properly printed, and notify the Exam Coordinator immediately if there are any problems. They then put everything back into the box or envelope/s and store it securely, ready to transport to the exam venue on the day.

The Lead Invigilator confirms a time for the courier to collect the completed exam papers and return them to the Exam Coordinator or returns them by Platinum Post within 48 hours of the exam. It is advisable to have packing tape ready for delivery by courier.

Special arrangements

The Accreditation Board is sympathetic to the special needs of some candidates and is prepared to make special arrangements to accommodate these needs. The following examples illustrate the types of arrangements that may be requested, and the approved response.

Request to use a reading board: A candidate may have spinal or other postural problems that prevent them from sitting with their head bent for sustained periods. They are permitted to bring a board to rest their paper on, and are asked to sit at the back of the exam room so that no one can view their paper from behind.

Request to have more time than the allotted three hours: If a candidate requests extra time in which to complete the exam they must provide a medical certificate to their delegate, who then discusses details with the board to see whether the request can be accommodated.

Request to sit the exam at a remote site: The board currently believes that it does not have the resources to supervise such arrangements and instead offers to help find candidates accommodation if they travel to the nearest capital city venue.

On exam day

All invigilators should arrive at the exam venue at least one hour before the exam is due to start. To prepare for the exam, they do the following:

- Put up signage to ensure that candidates are clearly directed to the registration point on arrival.
- Set up a table for registrations outside the exam room.

- Synchronise their watches with the wall clock.
- Check the bathrooms to ensure that they are accessible, clean, and free of any objects that might confer advantage or disadvantage on a candidate.
- Have to hand a sheet of paper on which to record notes about the exam.
- Open the exam package and distribute the exam papers, placing one copy front-side down, together with a scribble pack, on each candidate's desk.

These tasks need to be completed at least 30 minutes before the exam reading period is due to start.

Additionally, each invigilator should have a mobile phone, which can be used if it is necessary to contact the Exam Coordinator to seek advice, and in cases of illness or other unforeseen difficulties. For 2009 the Chair of the Accreditation Board can also be contacted for advice if the Exam Coordinator's phone line is busy.

- Exam Coordinator, Alan Ernst: 0408 769 576
- Accreditation Board chair, Larissa Joseph: 02 6161 5216

The invigilators remain at the exam venue until the exam is over, when they ensure that each paper is placed in a plastic sleeve, sealed with a sticker, and placed in the box or envelope/s ready for delivery to the Exam Coordinator via a pre-arranged courier or Platinum Post.

Admission to the exam room

Half an hour before the exam reading time is due to begin, the invigilators move to the entry to the exam room so they can do the following:

- Greet each candidate.
- Check candidates' photo ID and mark their name off the attendance checklist. Remind them that they need to write their candidate reference number on each page of the exam. If a candidate has forgotten their reference number, one of the invigilators should phone the Exam Coordinator on behalf of the candidate to obtain the number.
- In the unusual case of a candidate not being on the checklist but insisting that they have paid and not received a reference number, the Lead Invigilator has the authority to admit that person to the exam, having checked their photo ID, called the Exam Coordinator to issue a reference number over the phone, and made a note of this situation in their report. The candidate should be admitted last to the exam room, to ensure that there are enough exam papers. If there is difficulty contacting the Exam Coordinator or Accreditation Board Chair for advice, the Lead Invigilator has the authority to admit a person to the exam, and confer later with the Exam Coordinator, whenever the phone line is free.
- Check candidates' reference material: they are allowed to bring in an unlimited number of hard-copy reference works, which may be annotated or marked with post-it notes and comments in the margins. However, no loose or unbound papers are permitted. Photocopied or typed notes are considered 'hard-copy references' as long as they are bound and not loose; if these represent style guides, they are to be handed in with the

exam paper. No part of the sample exam or sample exam answer guide may be brought into the exam room. Electronic references are not permitted

- Ask candidates to check that their phones are turned off and to place handbags and phones under their chair.
- Emphasise to candidates that they may not begin reading the exam paper until they are told they may do so, at precisely the nominated time.
- Remind candidates of the finishing time for the exam.

Candidates should then go and sit at one of the desks.

The start of the exam must not be delayed by late arrivals. If someone arrives less than 20 minutes late—that is, during the reading time—they will be told they may enter quietly and sit the exam but that the exam nevertheless ends at the regular time; they simply have less time than the other candidates.

Anyone arriving more than 20 minutes late—that is, after the exam proper has started—will not be admitted. They are instead offered the opportunity to sit the next exam at no further cost.

The start of the exam

The exam consists of 20 minutes' reading time, followed by 10 minutes for writing the candidate reference number on each page, and 3 hours' writing time.

Some minutes before the reading time is due to begin, the invigilators will ask candidates to check again that their phones are turned off and placed under their chair. (Note that phones may not be used for calculator or any other functions.)

In the event that not all candidates are present, one invigilator will remain at the doorway into the exam room until the moment the reading period starts, when they will close the door.

An invigilator will tell candidates the general 'rules' for behaviour during the exam—for example, no talking, no leaving their seats, and what to do if they need to go to the bathroom, become unwell or want to leave early. Candidates are also reminded of the finishing time.

This invigilator will also give candidates brief instructions on what to do in the event of an emergency. (See Guideline 10, Emergency procedures during accreditation exam.)

When the nominated starting time arrives, an invigilator will tell candidates they 'may begin reading now'. After the 20-minute reading period has elapsed, candidates will be told that they have 10 minutes to write their candidate reference number on each page of the exam booklet and on all loose pages. If a candidate finishes writing their candidate reference number before the 10 minutes are up, they may continue reading the exam but may not start writing. After the 30-minute period has elapsed, candidates are told they 'may begin writing now'.

Specific instructions for the 2009 exam:

- Candidates must write their candidate reference numbers on all pages of the exam, including all nine loose pages. At the end of the exam, candidates will place the booklet, the loose pages and any special style guides into a plastic sleeve. Note that

they must put all pages in the plastic sleeve, even if they did not do the loose Part 3 question.

- On page 1 of the exam booklet, candidates need to fill in, in the space provided, the numbers of the questions in Part 3 they completed. They may do this at the end of the exam.

During the exam

During the exam the invigilators make themselves as inconspicuous as possible in order to avoid disturbing candidates. Nevertheless, they may talk briefly and quietly to each other if necessary, and they will move quietly about the room from time to time. One invigilator should always be at the front of the room if possible.

After two hours of the 'writing part' of the exam, invigilators will tell candidates how much time remains. Fifteen minutes before the end of the exam they will tell candidates that only 15 minutes remain and that candidates should make sure their candidate number appears clearly on their paper.

Requests to leave the exam room temporarily

A candidate who needs to leave the room temporarily to go to the bathroom must be escorted to and from the bathroom by an invigilator.

Only one candidate may be out of the exam room at any time.

Sudden illness

A candidate who becomes unwell during the exam must be escorted from the room by an invigilator. Once outside, the two can discuss the situation and decide whether a brief break (in the invigilator's presence) will suffice or it is necessary for the candidate to leave the exam and seek medical attention. In the latter situation the invigilator will locate someone who can take care of the candidate; the invigilator then returns to the exam room and notes on the candidate's exam paper the time of departure. The candidate may not be readmitted to the exam.

Candidates wanting to leave early

If a candidate has finished well ahead of the appointed time—not in the last 15 minutes of the exam—they may leave if they want to. They must raise their hand and may not leave until the invigilator has established that all material remains on the desk. An invigilator will collect their paper, mark on it the time of departure, and escort the candidate from the exam room.

Exceptional circumstances (such as illness) aside, no one may leave the room during the last 15 minutes of the exam.

The end of the exam

The exam ends 3 hours and 30 minutes after the start time. At the moment the exam is to end, an invigilator asks candidates to 'please stop writing now' and asks candidates to quickly check that

their number is written on every page (but no writing allowed). If anyone says they have missed a few pages, the invigilator stands and watches the candidate write in the number. Candidates must also have written, in the space provided on the first page of the booklet, the numbers of the four questions they answered in Part 3.

The invigilators distribute the plastic sleeves and stickers, and candidates are told to remain seated until they have placed their booklet, loose papers and any style guides in the plastic sleeve and sealed it for collection, taking special care to ensure that all of the five loose sheets provided for Part 2 and the four sheets for the question in Part 3 are included. All loose pages must be placed in the plastic sleeve, even if the candidate has not done the loose Part 3 question. The invigilators collect the exam papers, carefully checking that nothing has been missed, and collecting for disposal all other scribble and scrap paper.

The invigilators jointly ensure that the papers are placed in the box or envelope/s; this includes any unused papers, as well as the attendance checklist. The invigilators then move to the door of the room to see the candidates out, ensuring that no papers are taken from the room. The Lead Invigilator is responsible for ensuring that all scrap and scribble paper is destroyed.

The Lead Invigilator must keep the papers in a secure place until they are collected by courier or taken to Australia Post no later than 48 hours after the exam (as arranged beforehand with the Exam Coordinator) and pays the courier on collection or pays Australia Post, keeping the tax invoice for reimbursement. The Lead Invigilator must prepare a brief report to the coordinator on the conduct of the exam, to be sent to the Exam Coordinator either with the collected papers or within 48 hours of the exam.

Guideline 10 Emergency procedures during accreditation exam

Before the exam starts, invigilators should give candidates brief instructions on what to do in the event of an emergency.

In the event of an emergency requiring evacuation of the venue, candidates should close their exam booklets, placing all loose materials inside, and leave them on their desks. They should retrieve their valuables and leave the room, proceeding to the designated assembly point.

Candidates should refrain from talking to each other about the exam during the evacuation period and should not consult any reference books they might have with them or make phone calls during this time.

Invigilators should ensure that all candidates exit the exam room, leaving their exam booklets behind. Invigilators should keep the group together, as much as is practicable; if necessary, they should remind candidates not to talk about the exam, not to consult reference books and not to make phone calls.

Invigilators should take note of when the exam was interrupted.

Once at the assembly point, the Lead Invigilator should phone the Exam Coordinator to report the situation.

Depending on the circumstances of the evacuation and how long it lasts, the Exam Coordinator and Lead Invigilator may decide to terminate the exam (e.g. if there is a real fire or a situation that is likely to take more than 45 minutes to resolve) or to restart it when the evacuation is over.

If it is decided to restart the exam, candidates will be allowed to make any necessary phone calls (e.g. to advise child carers of the delay) and then all candidates should return to the room. Invigilators should instruct them to make their way to their own desk and not to look at anyone else's paper. Once candidates are seated, the exam will be restarted, with candidates given the time they would have had if the exam had not been interrupted. The Lead Invigilator will announce how much exam time candidates have remaining and the new finish time.

The Lead Invigilator will record all information about the interruption in the report to the Exam Coordinator.

If it is decided to terminate the exam, invigilators will tell candidates that the matter will be brought to the attention of the Accreditation Board and that the Exam Coordinator will communicate with them within a week to make other arrangements. Invigilators will liaise with the Exam Coordinator and emergency personnel on site about retrieval of the exam papers and other material left in the exam room.

Guideline 11 Appeals

The Accreditation Board will consider three types of appeals:

- A candidate might ask for special consideration.
- A candidate might complain about the conduct of the exam and seek an adjustment of marks, or ask for the result to be withheld before marking proceeds and to be allowed to re-sit the exam at the next opportunity.
- A candidate might query the validity of the result received.

The appeals procedure: candidates

A candidate who wishes to appeal must apply online to the Exam Secretariat, setting out in detail their reasons for seeking review and paying the required fee. Complaints and requests made by telephone or email will not be considered.

- Requests for special consideration because of illness or family problems, or similar, must be made **within seven days of the exam**. Candidates are advised to contact their Accreditation Board representative prior to the exam if the condition or problem pre-dates the exam, to discuss whether special arrangements can be made to help them sit the exam.
- Requests for review on the basis of the result received or the conduct of the exam must be made **within 21 days of the exam results** being emailed to candidates.

The appeals procedure: the Accreditation Board

Special consideration

If a candidate has a medical condition or other problem pre-dating the exam they are advised upon registration to contact their Accreditation Board representative to discuss whether special arrangements can be made to help them sit the exam. A statement from the candidate's doctor may be required.

In the case of requests for special consideration received within seven days of the exam, the Exam Secretariat acknowledges the application within one week of receipt, tells the candidate whether the board requires a medical certificate or statement, and passes the information to the Lead Exam Assessor.

Appeals for special consideration are reviewed by a tribunal consisting of the Lead Exam Assessor, the Chair of the Accreditation Board and the Assessors Forum representative. The tribunal discusses the candidate's appeal and decides whether or not the candidate qualifies for special consideration. Discussions may include consulting the Lead Invigilator at the appellant's exam venue. The tribunal's decision is final.

Requests for special consideration received more than seven days after the exam cannot be considered. The Exam Secretariat writes to decline the request.

Querying the validity of the result or the conduct of the exam

If a candidate queries the validity of the result they received or the conduct of the exam, the Exam Secretariat acknowledges the application within one week of receipt and passes the information to the Lead Exam Assessor.

If the candidate is querying the result they received, the Exam Coordinator is asked to provide a clean copy of the appellant's exam paper, a clean copy of the marking sheet and the identity number of the original marker to the Lead Exam Assessor, who appoints a different assessor to re-mark the exam.

Upon receipt of the second assessor's marking sheet, the Lead Exam Assessor considers the two assessors' marking. If the assessors' markings are in agreement, the Lead Exam Assessor advises the appellant of the outcome. If the assessors' markings are significantly different, the Lead Exam Assessor convenes a tribunal consisting of the Lead Exam Assessor, the Chair of the Accreditation Board and the two assessors. The tribunal deliberates and seeks a fair outcome for the candidate, including consideration of whether a third assessor needs to be commissioned to mark the paper. The result of any appeal is released to the appellant within three weeks of the Secretariat receiving the appeal; however, if more time is needed (to provide for a third marking of the paper), the Lead Exam Assessor asks the Secretariat to convey this to the appellant.

In the case of a successful appeal, the Lead Exam Assessor notifies the Exam Secretariat to issue a refund and adds the appellant's name to the list of those who have passed the exam. The revised result is made public along with other candidates' results if the candidate so wishes.

In the case of an unsuccessful appeal, the Exam Coordinator records the candidate's name, with reference number, as a 'fail' for the 2008 exam. This decision is final. Candidates who fail may re-sit the exam once more at a reduced fee. At no time will exam papers be returned to candidates.

If the candidate is querying the conduct of the exam, the Lead Exam Assessor convenes a tribunal consisting of the Lead Exam Assessor, the Chair of the Accreditation Board and the Assessors Forum representative. The tribunal discusses the candidate's appeal, consults the Lead Invigilator at the appellant's exam venue and decides whether the appeal should be upheld or rejected. The tribunal's decision is final.

If the appellant had been failed and is now to be given a pass, the Lead Exam Assessor notifies the Exam Secretariat to issue a refund and alters the records accordingly. The revised result is made public along with other candidates' results if the candidate so wishes.

The board, via the Lead Exam Assessor, releases the results of any review to the appellant within three weeks of receiving the appeal.

The cost of an appeal

Two-thirds of the exam fee paid by the candidate is payable to cover the cost of an appeal; if the appeal is upheld, that amount is refunded in full to the candidate.

Further appeals

The Accreditation Board's decision on an appeal is final, and no appeals beyond those described here will be considered. If their appeal was unsuccessful, the candidate may gain accreditation only by sitting and passing a subsequent exam.

Guideline 12 Exam trialling process

The main focuses of the exam trialling are:

- to validate the time allowed for the exam
- to assess any changes to the format of the exam, such as the provision of questions on loose sheets
- to evaluate the level of difficulty of the exam and, where possible, compare the difficulty of the current and the previous exam/s.

Trialling team

The Exam Trial Manager is responsible for planning and coordinating a team of volunteer test-takers, invigilators and assessors.

Test-takers: The Exam Trial Manager will call for six volunteers, ideally spread across states and territories, to take the test or parts of the test. All test-takers must be either Accredited Editors who have gained accreditation the previous year, or Distinguished Editors. It is recommended that members of both groups are represented in this process.

Invigilators: Invigilators will be required for each set of test-takers. Invigilators may be members of the Accreditation Board or Assessors Forum, or Accredited Editors.

Assessors: Three assessors are required to evaluate the responses.

Timeline

The timeline of the trialling process is dependent on the test development timeline.

Two months before the scheduled date of an exam the Exam Trial Manager, in consultation with the Accreditation Board, assembles a team ('test-takers') to trial the exam paper.

Test trial process

The Lead Writer/Developer will send PDFs of the exam, marking guide and marking sheets to the Exam Trial Manager in the week prior to trialling. This is done under secure conditions. The Exam Trial Manager prints and collates six copies of the exam and marking sheets, and three copies of the marking guide.

The Exam Trial Manager liaises with the invigilators in other centres and ensures that they will receive the required number of draft exams.

On the trial day, volunteers take the exam under exam conditions. If it is not possible to arrange volunteer test-takers for the full three and a half hours, test-takers can be asked to trial Sections 2 and 3 independently under exam conditions.

Following the trial day, the Exam Trial Manager sends the completed exams, as well as marking sheets and marking guide, to the assessors by Platinum Express Mail. The Exam Trial Manager also sends scans (or photocopies) of the completed exams to the Lead Writer/Developer.

Feedback from test-takers

At the conclusion of the exam period, test-takers are asked to provide written feedback on the exam to Exam Trial Manager. Feedback should relate to time allowed, level of difficulty and choice of items; test-takers will also be asked to submit their own comments, observations and criticisms of the test.

Feedback from assessors

The assessors send the marked exams, marking sheets and marking guide (with comments) to the Lead Writer/Developer. This process will inform development of the final marking sheet and marking guides, and may be used for marker training and to compare marker variability.

The assessors also send PDFs or photocopies of the completed marking sheets to the Exam Trial Manager, as well as a copy of their comments and any additional feedback.

Reporting

The Exam Trial Manager is responsible for supplying a comprehensive report to the Accreditation Report by an agreed date, including recommendations for revisions to the exam. Recommendations endorsed by the Accreditation Board are provided to the Lead Writer/Developer.

Costs

Costs for the trialling process will be incurred for printing and postage (Platinum Express) from the Lead Writer/Developer to the Trial Manager; from the Trial Manager to each invigilator; and from each invigilator to the Trial Manager. The budget should allow for teleconferences with invigilators and with the Lead Writer/Developer.

All roles will be voluntary.

Confidentiality

Team members, including the Exam Trial Manager, invigilators and test-takers, are required to sign a confidentiality agreement stating that they will treat all aspects of the exam as strictly confidential. If at any time this confidentiality is breached, or is at risk of breach, the team member or members must inform the Chair of the board as soon as possible.