



POSITION DESCRIPTION

Position Title:	Test Invigilator
Level:	NAATI Band 1
Work Unit:	Operations
Reporting to:	Regional Operations Manager
Classification:	Casual

The Organisation:

NAATI is the registered business name of the National Accreditation Authority for Translators and Interpreters Ltd (ABN 42 008 596 996). Further details on the organisation and its business operations are available on the NAATI website at www.naati.com.au.

NAATI Values

NAATI's vision is for a connected community without language barriers, and our purpose is to credential practitioners who wish to work as translators and interpreters in Australia. We take our responsibilities seriously, and in doing so maximise people's ability to fully engage and participate in Australian society.

We are a values-based organisation. **Respect**, **Integrity**, and **Professionalism** not only define who we are, it underpins everything we do.

Respect – We treat everyone with dignity and respect

Integrity – We are honest and trustworthy and lead by example

Professionalism – We strive for excellence in everything we do

Primary Outcomes for the Position:

The Test Invigilator supports testing sessions, both face to face and online, by providing administration, supervision, monitoring and oversight for all NAATI test types, ensuring candidates are tested in accordance with standard rules, policies and procedures.

Key Responsibilities and duties:

1. For face-to-face tests, ensure testing rooms and equipment are set up ready for the commencement of the test session. At the conclusion of the test session/s ensure the room is packed up and all NAATI equipment is present, secure and accounted for.
2. For online tests, ensure the equipment and relevant programs are set up, up to date and ready for the commencement of the test session.
3. Ensure candidate check in processes for online and face to face tests are undertaken in accordance with NAATI processes and procedures.
4. Ensure candidates are briefed on the testing processes and procedures prior to commencement and respond to questions or concerns that may arise during the testing process.
5. Provide supervision and close monitoring of candidate conduct and movement within the testing environment and escalate any concerns or suspected breaches of test protocol to the test session supervisor to address.
6. Where applicable escort candidates between waiting room, preparation room, task rooms and exits in a timely manner and in accordance with test session running sheet.
7. Work directly with the candidate to undertake the test, recording and capturing test responses and uploading the captured recordings into the NCMS, according to NAATI policies and procedures.
8. Work collaboratively and constructively with test session staff.
9. Enhance the positive public image of NAATI through high quality service delivery and customer service.
10. Undertake other related functions and duties as directed by the Regional Operations Manager and or testing supervisor.

Specific Duties:

1. For face-to-face tests, set up and pack up testing rooms and equipment prior to the commencement of the test session and at the conclusion of the day.
2. Provide information, direction, advice and support to candidates and role players (where applicable) through all stages of the testing process.
3. Use NAATI equipment and software applications to record, capture and upload completed tests into the NCMS.
4. Ensure NAATI test protocols and procedures are adhered to.
5. Ensure candidate conduct and movement adheres to strict test session protocols and are closely monitored.
6. Ensure compliance with confidentiality requirements.
7. Comply with relevant NAATI workplace policies and procedures.

Selection Criteria

Essential:

1. Demonstrated commitment to high level customer service and support, including working efficiently and effectively with others when working under pressure in an environment that is fast paced, and operates within tight timeframes.
2. Demonstrated ability to manage difficult situations and circumstances with sensitivity and empathy.
3. Attention to detail and problem-solving skills.
4. Good communication (written and oral) and interpersonal skills.

5. Ability to set up and operate audio and video recording equipment and various internal ICT and software applications as required.
6. Ability to work efficiently with different programs, including MS Teams, Word, MS SharePoint, and operate different windows simultaneously.
7. Ability to work independently with minimum supervision in a team environment.
8. Ability to work flexibility as and when required.
9. Ability to build and maintain positive relationships with colleagues, candidates and stakeholders.

Employment Conditions:

- Employment conditions are set out in the NAATI Enterprise Agreement

Approved by: National Operations Manager March 2020

Reviewed and updated by: Human Resources Manager August 2024