

Hearing Aid Council: Examination Administration Services **By BSHAA / Anglia Ruskin University**

Progress Report – Completion of 2008(2) Cycle

This report covers the period from October 2008 to February 2009, reporting the activity associated with the OSPE 2008(2) and OSPE re-sit 2008(2).

The details of the actions undertaken and the issues dealt with are reported against the tasking schedule in Appendix 1.

The administrative support to the exam cycles was successful in that the provision and coordination of the resources were appropriate to allow the proper performance of both the OSPE and OSPE resit without significant incident.

In particular, the service achieved a flexible response to deal satisfactorily from a quality standard with a low number of candidates in the OSPE processes.

The service continues to be effective with the pro-active support and reliable & timely administrative responses from HAC. The professionalism and stability of the examiner & invigilator groups has also aided in quality of outcome.

Planning for conclusion of the contract, including the return of contract documents, information & materials (Clause H6.2) is underway.

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Appendix 1

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The following points have been listed in our specification for action. Below each action point is Anglia Ruskin's present position in relation to progress. This continues from Item 48 reported in October 08.

		As a result of the low number of candidates and the decision of the HAC to provide an exceptional Theory resit, it was agreed to split the result notification to candidates. The Chief Examiner and moderator were both forwarded a copy of the Theory results after the borderlines had been updated and failure letters were produced. Covering result letters were produced and electronic signatures from Registrar and Deputy Chief Executive & Registrar were added. Letters were sent to candidates first class on the 23 rd October. HAC were informed of results for inclusion on the website on the 22 nd October.
49	<i>Practical</i>	Anglia Ruskin contacted both PC Werth and GN Resound to arrange the loan of Aurical and Kamplex audiometers. PC Werth were only able to supply 2 Kamplex; however the second machine supplied was a different model. Further complications occurred when the Kamplex were sent to the wrong address by PC Werth. By the time they arrived at Anglia Ruskin University there was no time to change the different model. The models supplied by PC Werth were KLD23 and KLD21. This difference was pointed out to examiners & moderator and they advised that although the KLD21 was similar to the KLD23, it had controls arranged differently which might confuse the candidates. It was agreed that the KLD21 would act as the spare machine on this occasion and the examiner for Station 10/11 checked the KLD23 machine at the Examiners meeting the night before the OSPE's.
50 - 61	<i>Practical</i>	Arrangements were made with moderator to check electrical equipment at Yellow Storage Box on the 21st October. From the equipment check sheets compiled after the 2008(1) re-sits, a list of required supplies was produced and materials purchased. Invigilators and examiners were informed of the number of candidates (five; 2 Regular and 3 Aptitude) and informed that only one OSPE session would be required. The invigilators were asked to request the candidates to fill out the Informed Consent Letter when they arrived in the waiting area. Candidate packs consisting of flight paths and labels were produced for distribution by invigilators.
62 - 73	<i>Practical</i>	Loan audiometers were delivered to Anglia Ruskin for transportation to the exam venue and the equipment stored at the Yellow Storage Box was delivered to Kent's Hill. On Monday 10 th November the main room was checked and individual examiners set up their station. 2 members of staff were in attendance to set up and were present for the session. The OSPE marks were imputed on to the master marksheet (version 2) by the Chief Examiner and checked and moderated by the moderator. Chief Examiner handed ARU the master marksheet (version 3) from which OSPE failure were electronically produced and printed. These letters were then double checked again by the Chief Examiner and then signed off. Equipment was stock checked by the examiners as it was re boxed and equipment was transported back to the Yellow Storage Box.
74 - 83	<i>Practical</i>	All results were again checked and a random selection of OSPE failure marks were cross checked with the 'hard' copy OSPE marksheets. Covering result letters were produced and electronic signatures from Registrar and Deputy Chief Executive & Registrar were added.

		Letters sent to candidates first class on the 20 th November. HAC were informed of results for inclusion on the website on the 21 st November. Eligible candidates were identified and maximum number of days for re-sits was calculated.
84		Statistical analysis of results were prepared and added to the master marksheet.
86	<i>Re-sits</i>	Anglia Ruskin liaised directly with Kents Hill regarding details and layout for the re-sits on the 26 th January 09.
89 - 93	<i>Re-sits</i>	By result letters Candidates were informed that the closing date for both re-sits was the 5 th December and after this date a list was forwarded from HAC. Anglia Ruskin were informed that there had been no applications for the extra Theory resit and the 4 candidates had applied for the OSPE re-sit. A new resit database was compiled and admission letters for candidates were sent first class on the 12 December 2008.
94 - 99	<i>Re-sits</i>	Relevant flight plans were compiled by Anglia Ruskin. Re-sits were planned over 1 session, 11 am on the 26 th January. Anglia Ruskin were informed that the Chief Examiner would not be able to be present at the re-sits and that the previous Chief Examiner had agreed to step in. Required equipment and supplies were purchased as per the stock checks carried out at the end of the full OSPE's. Security sheets and invigilator notes were prepared and printed. Delivery of the contents of the Yellow Box was arranged for the morning of the 26 th at 8.30 am. The pre examination meeting was held the evening before. Two representatives from Anglia Ruskin were present on the day. After the exam contents of the Yellow Box were returned and examiners were asked to use the Stock Take Sheets to provide an accurate account of the equipment in the boxes. Equipment on loan from GN ReSound and PC Werth was transported to Anglia Ruskin for subsequent return to relevant companies.
100 - 102	<i>Re-sits</i>	Failure letters were produced and checked and signed off by the Chief Examiner (2 candidates passed and 2 failed). Cover letters were produced for dispatch to the candidates on the 5 th February 09 and results were prepared for advise to HAC for publication on the website on the 6 th February.