

## Hong Kong Examinations and Assessment Authority

Applications are invited for the provision of the following services for the Associated Board of the Royal Schools of Music (ABRSM) Practical Exams.

### Waiting Room Supervisors (WRS)

*Period Required: Tuesday to Saturday (approx. 9:00 am to 5:15 pm) from 9 October to 9 November 2019*

#### Duties:

- Take attendance and check the identification documents of candidates
- Keep discipline in the waiting room
- Ensure the smooth operation of the practical examination
- Follow the instructions of the examiners and the HKEAA

(Successful candidates will need to attend a briefing session on 2 October 2019. The actual appointment period would be determined subject to operational needs.)

#### Requirements:

- (a) Five passes in HKCEE, including Chinese Language and English Language (Syllabus B), or scored 2 or above in both subjects from 2007 onwards (or equivalence), OR five subjects, including Eng Lang and Chin Lang, in HKDSE in any combination of the following:
  - i. Level 2 in New Senior Secondary subjects,
  - ii. "Attained" in Applied Learning subjects (subject to a maximum of two Applied Learning subjects), &
  - iii. Grade E in Other Language subjects
- (b) Post-secondary education preferred
- (c) Fluency in English & Cantonese (ability to communicate in Putonghua is an asset)
- (d) Experience in working closely with English speakers is an asset
- (e) Mature, polite, punctual, pleasant and kind-hearted to children
- (f) Experience in dealing with children and parents/teachers
- (g) Willing to work in different districts is preferred

Applicants are expected to be on duty for the whole period of appointment (take leave only in very exceptional circumstances)

**Service Fee:** HK\$387.00 per session (full day = 2 sessions)  
Additional 10% contract end bonus upon successful completion of contract.

#### Date for Application Review: 26 July 2019

Applicants should complete their applications through the HKEAA Examination Personnel Online System (<http://epo.hkeaa.edu.hk>) on or before 26 July 2019.

*If appointed, the service provider will provide the Waiting Room Supervisor Service as an independent contractor. Nothing in the appointment of the service provider shall constitute or deem to constitute a contract of employment between the Authority and the appointee. Applicants not notified by 27 September 2019 should consider their applications unsuccessful.*

## Notes to Applicants:

- a. Applicants are not obliged to provide the requested personal data on this application form. However, such information is important so as to enable the Authority to process and consider your application.
- b. It is the Authority's policy to retain the personal data of successful applicants for future reference for a period of not longer than seven years and those of unsuccessful applicants for two years. When similar service is required by the Authority during the period, we may transfer your personal data to relevant units within the Authority for their consideration. Thereafter, your application together with all materials you provide will be disposed of unless there is a subsisting reason that obliges the Authority to retain the personal data for a longer period.
- c. The ABRSM practical exams will take place from Tuesday through Saturday every week, excluding General Holidays. Providers of Waiting Room Supervisor service will be expected **to arrive at the examination studios daily at 8:30 am and leave at approximately 5:30 pm, after the departure of the examiners in the studios.**
- d. The service providers are expected to be on duty for the whole period once appointed. Absence on examination days or seek replacement without the prior approval of the Authority is strictly forbidden.
- e. If appointed, the service providers will need to attend a briefing session. Details of the briefing session will be notified later.
- f. The service fees for Waiting Room Supervisor in 2019 are HK\$774 for each working day (2 sessions) and HK\$387 per session. The service fee covers all duties performed in relation to the examination, including duties required before and after the examination. Upon successful completion of the contract, the contractor whose turn-up rate is 100% during any examination period will be awarded an additional 10% of the total service fee earned in that particular examination period.
- g. If appointed, the service provider will provide the Waiting Room Supervisor Service as an independent contractor. Nothing in the appointment of the service provider shall constitute or deem to constitute a contract of employment between the Authority and the appointee.
- h. ***Short-listed applicants may be notified by email in due course. Please provide a valid email address and check your inbox regularly. Applicants who receive no reply by 27 September 2019 should consider their application unsuccessful.***

## **ABRSM PRACTICAL EXAMS 2019**

### **DUTIES OF PROVIDERS OF WAITING ROOM SUPERVISOR SERVICE**

1. The Service Providers should report to the examination studio at least 30 minutes before the scheduled time for the commencement of the morning and afternoon sessions and should remain at the studio until the last candidate of the day has finished his/her examination. The Service Providers should also make final contact with the examiner to check that everything is in order before leaving the studio.
2. The list of candidates (Daysheet) should be kept by the Service Providers. The examiner has another copy. Candidates should be shown to the waiting room and must stay there until their turn comes.
3. The Service Providers should be responsible for checking the candidates' admission forms and identification documents which bear the candidates' photographs. They should also check if the information pre-printed on mark forms is correct and rewrite them if needed before passing them on to the examiner. Candidates should be asked to check the details entered on the mark forms.
4. If a candidate's name does not agree with the one printed on the Daysheet, the Service Providers should complete the details in the form 'Discrepancy of Candidate's Name/Date of birth' and write down the type of candidate's identification documents and document numbers for later verification. Adhere a label to the candidate's admission form and ask the candidate to contact the Hong Kong Examinations and Assessment Authority (HKEAA) Office within 3 working days for amendment of candidate's name. The Service Providers should NOT accept any amendments to candidate's personal particulars.
5. For candidates who cannot provide identification documents, the Service Providers should complete the form 'Candidate without Identification Document' and ask the candidates to bring the identification documents to the examination studio within 3 working days after their examinations.
6. The Service Providers should NOT alter the examination order of candidates unless it is authorized by the HKEAA, in which case a revised order should be given to the examiner.
7. Candidates and their accompanying persons should be advised to leave their belongings in the waiting areas and that only authorized articles are allowed to be taken into the examination room. They should also be reminded that neither the HKEAA, nor the examining body or the examination centre is responsible for any damage or loss to the candidates and their accompanying persons at the examination centre. NEVER ask any candidate to leave his/her valuables (e.g. mobile phones, wallets, purses) outside the examination room.
8. The Service Providers should advise the candidates when to enter the examination room by calling their names aloud when their turns come. They have to ensure that the waiting area is properly supervised at all times, including checking if there is anyone who looks like a candidate inside the studio.
9. If a candidate is absent when his time of examination has come, the Service Provider should inform the examiner.
10. When a candidate is absent, or if for some other reasons the examiner is ahead of time, the next candidate must not be ushered into the examination room before his appointed time unless he is then quite ready and willing to be examined.
11. On no account should a candidate be hurried into the examination room; even if one is late, the Service Provider must not remark upon it in his presence. It is important not to upset a candidate. The Service Provider should inform the examiner and the examiner will decide whether the latecomers will be examined. Please do NOT promise candidates any rescheduling possibility.

12. The Service Providers should ensure that the examination room is free from any outside interference whilst the examination is in progress. No message can be given to the examiner and no person may enter the room, except in the interval between the exit of one candidate and the entrance of the next. Moreover, do not interrupt examiners when they are writing.
13. The Service Providers should prepare tea or coffee to the examiners during breaks. However, when examination is in progress, tea or coffee, if requested, may be taken to the examiners only when there is no candidate in the room.
14. If the examiner is getting behind time and candidates are accumulating, it is the duty of the Service Provider to bring the situation to the attention of the examiner (not in the presence of a candidate).
15. Except the candidate, the examiner, the interpreter (if provided), the page turner (if approved) and the accompanist actually engaged in accompanying, no one is allowed in the room during an examination.
16. No one is allowed to listen outside the examination room, nor is anyone to remain near the door except the Service Providers or other ABRSM representative.
17. The Service Providers are reminded of the importance of being punctual and courteous. All the Service Providers should wear their identification badges and be properly dressed.
18. Any irregularities or problems encountered during the examination should be recorded and referred immediately to the Officer - Examinations Administration of the HKEAA at 3628 8722.
19. Upon arrival at the examination studios, the Service Providers should check that the carton boxes and the examination materials inside are intact and should keep safe custody of the examination materials during the examination period. These materials should only be used for the ABRSM Practical Examination and should not be copied or passed to any unauthorized persons. All examination personnel should preserve secrecy with regard to all personal data and examination information coming to their knowledge in carrying out the duties.
20. The appointment is made on the understanding that the Service Provider will be able to satisfactorily complete the duties listed here throughout the entire contract period and that no replacement is permitted without the prior consent of the HKEAA. The Attendance Register must be signed by the Service Provider every session/working day to this effect. If under certain unforeseeable circumstances, the Service Provider is unable to provide the service on a particular day, he/she is required to give at least 4 days' advance notice to the HKEAA during office hours at 3628 8722. However, absence from duties for more than one day within any examination period is NOT permitted.
21. Throughout the examination session, the Service Providers must be present and must wear the Service Providers' badges. The Service Providers should not smoke, eat, read newspapers/any materials not directly related to the examination or listen to radios/any audio devices in an examination centre.
22. Please be helpful to the candidates and their accompanying persons. Having said that, do not overdo it: a lot of unnecessary talking may create stress to candidates and others.
23. Talking should be kept to an absolute minimum and conducted at a low level. Whistling, humming, jingling money or keys in pockets should be avoided at all times.
24. Be aware of photocopied music materials used by the candidates: do not upset any candidate.
25. It is important not to have physical contact with candidates and this should be avoided. The Service Providers should not be working alone with candidates.