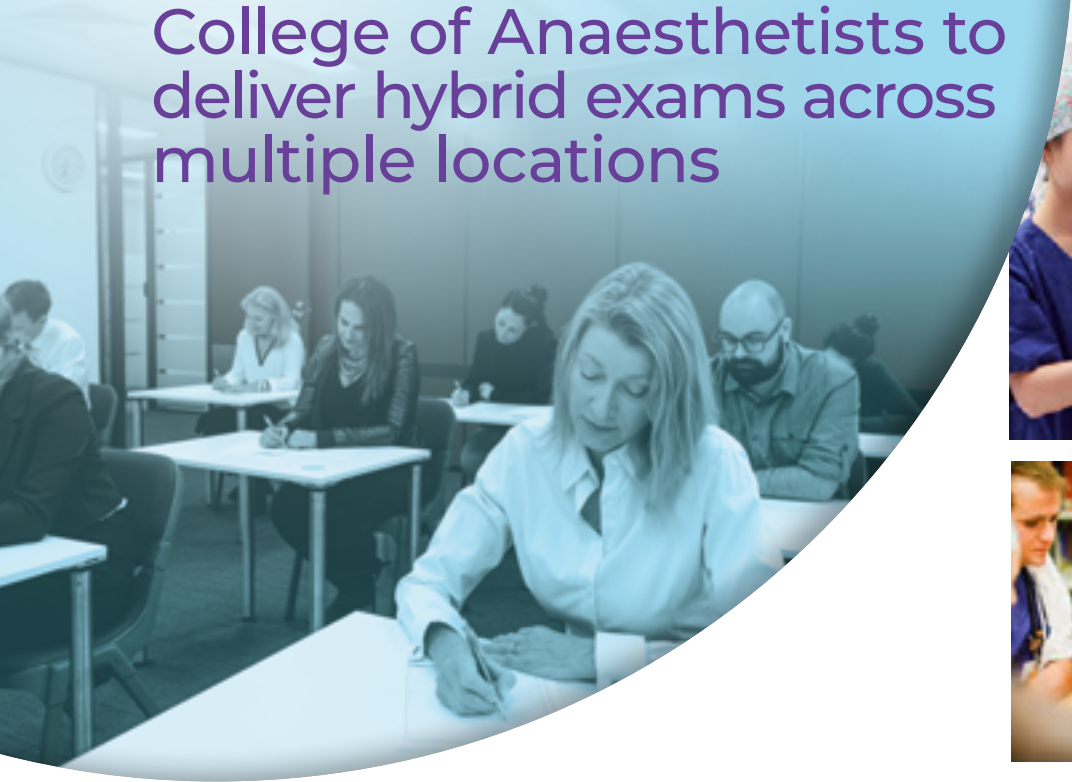


## CLIFTONS CASE STUDY

# Cliftons supports the Australian and New Zealand College of Anaesthetists to deliver hybrid exams across multiple locations



*The Australian and New Zealand College of Anaesthetists & Faculty of Pain Medicine (ANZCA) is the region's foremost authority on anaesthesia, pain medicine and perioperative medicine.*

*The college is responsible for training, assessing and setting standards for all specialist anaesthetists and specialist pain medicine physicians who wish to practice in Australia and New Zealand.*

### The situation

With training and examination requirements in Australia and New Zealand, ANZCA needed a venue and examination management partner to provide services in multiple cities.

### ANZCA needed:

- Secure examination rooms in Brisbane, Adelaide, Canberra, Hobart, Auckland and Wellington
- Spaces suitable for multiple small meeting rooms or booths for groups of 4 candidates, including power cubes and a PA setup for announcements
- Capacity for some rooms or booths to be set up for Viva virtual examinations
- A registration area and holding rooms for students
- A dedicated room for examiners to use as a meeting and break room
- An admin room in each venue
- Reliable high-speed internet access in each venue.

ANZCA needed to run multiple exam dates during October and November 2021. Given the nature of the exams, privacy and security were paramount, with exam materials needing to be stored securely onsite and no public access to the rooms, besides ANZCA staff and the examination candidates.

### The solution

Cliftons provided ANZCA with a comprehensive exam management environment with spaces suitable for in venue computer-based and Viva virtual examinations. As well as the physical rooms and IT equipment, ANZCA was able to access catering services of morning tea, lunch and

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**NZ:** 0800 629 088  
(FREE CALL IN NEW ZEALAND)

**HK:** +852 2159 9999  
**SG:** +65 3106 4699  
**US:** +1 855 738 6714  
**UK:** +44 845 528 0524



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*“In the past, we have used convention centres to host our Viva hybrid exams, but these venues have not been able to provide IT support, meaning that we’ve had to hire an additional external support team. In addition, we’ve previously had issues with internet connections dropping out, which is disastrous for virtual exams,”*

**Moira Besterwitch**, Assessment Lead,  
Training & Assessments,  
ANZCA



afternoon tea for staff and all-day tea and coffee for candidates. Also included were meeting rooms as holding rooms for candidates and breakout spaces for examiners and administration.

A critical concern for ANZCA was ensuring they had comprehensive IT support and a reliable, high-speed internet connection. Cliftons solution for exam management includes dual redundancy for the internet and a dedicated in-house IT support team to actively monitor and manage any concerns on the day.

Video conferencing equipment, including tablets and a stylus, was provided for rooms needed for Viva Virtual exams. Cliftons also provided invigilator services and technical support staff to ensure the exams’ secure and smooth running.

As well as using Cliftons venues in Brisbane, Adelaide, Canberra and Auckland, our affiliate network meant suitable spaces in Hobart and Wellington could also be secured and managed.

## The result

With eight examination dates over two weeks in October 2021 and a further three dates in November 2021, ANZCA conducted examinations for over 400 candidates tested across 11 Venues throughout Australia and New Zealand.

By partnering with Cliftons, a consistent examination experience was created for candidates, with streamlined technical support in a secure and private environment.

“In the past, we have used convention centres to host our Viva hybrid exams, but these venues have not been able to provide IT support, meaning

that we’ve had to hire an additional external support team. In addition, we’ve previously had issues with internet connections dropping out, which is disastrous for virtual exams,” says Moira Besterwitch, Assessment Lead, Training & Assessments, ANZCA.

“In contrast, Cliftons was able to provide us with absolute confidence through its robust internet connection and inhouse IT team all included in the fee. Candidates gave feedback that the technical environment was clear and easy to use, with no IT issues getting in the way. The venues, including the affiliate network spaces, met all our requirements, with security paramount and comfort and well-being top of mind for candidates, assessors, invigilators, and our administrative staff. Cliftons certainly helped to streamline the process and made running multiple exams across various cities in two countries a hassle free experience”.

### Looking for a complete exam management delivery solution to help with all your in-person, hybrid and virtual examination needs?

Our team can talk through your organisation’s specific needs and help you to assess the various options. We can provide support with paper-based exams, digital exams, oral assessments and more in a mix of in-person and virtual formats. As a one-stop-shop with a proven approach, we can seamlessly manage the entire exam management experience.

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