

CLIFTONS CASE STUDY

Combining face-to-face and virtual elements for a new approach to Objective Structured Clinical Exam (OSCE) with Cliftons



Objective Structured Clinical Exams (OSCE) is an essential element of assessing the skills of medical professionals throughout their training. Our client (a medical college) had implemented virtual OSCE during COVID-19, but now, with face-to-face exams reintroduced, they wanted to be able to incorporate and retain some of the features of virtual exams.

The Situation

While virtual OSCE were not without their downsides, there were several aspects that our client found were beneficial compared to face-to-face OSCE. With the recommencement of face-to-face OSCE, the client approached Cliftons to explore retaining some features of virtual exams in an in-person format. This included:

- The capacity to record exams, including screen share capture of the cases
- The ability for QA to occur remotely
- The ability for observers (trainee examiners) to monitor and learn from the examiners without impacting candidates.
- The face-to-face elements which were essential for the client to include were:
- Candidates and examiners in the same room for more personable interaction and a better exam experience

- The capacity to build and improve examiner comradery through shared break spaces and offsite dinners together
- A high-quality candidate experience and exam integrity with Cliftons trained invigilators and college exam staff.

The Solution

Cliftons proposed using one of our larger venues, Melbourne - Collins Street in the Melbourne CBD. By booking the entire venue for the event, we could dedicate 27 rooms to the exam requirements. This included:

- 24 exam station rooms
- A briefing room
- A quarantine room
- A space suitable for prayer and a breastfeeding room.

As Cliftons Collins St is spread across two levels, we ensured exam security by separating morning and afternoon candidates and providing separate breakout spaces for both examiners and candidates.

The Level 1 breakout space, accommodating up to 60 people, was allocated to examiners, providing an excellent area for them to build camaraderie. The Level 2 breakout space was for candidate breaks and an arrival and waiting area for candidates to ensure separation from examiners.

CONNECT WITH US



AU: 1800 629 088
(FREE CALL IN AUSTRALIA)
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



© 2023 CLIFTONS

“With the return to face-to-face exams in a single venue, it is important to ensure a consistent experience for all candidates.

Chris Needs,
Senior Project Manager,
Cliftons Event Solutions

From a technology perspective, there were four main components required:

- A PC with the exam platform installed for examiner 1 to release images and see the candidate's responses when talking to specific parts of the images
- A PC with the exam platform for examiner 2 for them to enter marking results
- A PC for the candidate to be able to see the released images with a large cursor for the candidate to point out specific parts of the image, the large cursor being beneficial to the recording
- A way to record the exam and allow for remote observers and QA to see what is happening.

The Result

Cliftons successfully set up the required PCs, adjusting the settings to ensure there was no audio or video interference from running a platform designed for use in a virtual capacity. We also combined the exam platform with our recording platform for high-quality recordings, including audio and video of the examiners, candidates and their screens. In addition,



a camera was set up to allow for remote monitoring of the room by the QA team and for trainee examiners to watch the interactions between examiners and candidates to further their training in preparation for conducting exams in the future.

By integrating physical and virtual examination elements, the college could access electronic marking and case management, reducing the number of examiner staff required by three. At the same time, hosting examiners in a shared space allows for effective face-to-face calibration sessions between examiners so they can drill down on how they intend to ask each OSCE question and the answers they are looking for.

From a candidate's perspective, the return to face-to-face exams in a single venue ensures a consistent experience for all candidates. It also increases exam security and integrity as trained Cliftons invigilators and college exam staff are in the same location to oversee all candidates.

Are you needing a trusted partner for exam venues and management?

Our team can discuss your organisation's specific needs and help you assess the various options. We can provide support with various in-person and virtual exam formats, with secure platforms, so that you can be confident of exams with integrity.

[ENQUIRE NOW](#)


Tech specs

- RISR / Practique .p4b Safe Exam Browser
- Open Broadcasting Software Screen Capture, Audio Input and Audio Output Capture
- Zoom One Business Account with breakout rooms enabled
- Logitech Cylinder Camera
- Snowball Microphones
- Lenovo m710q PCs

[LEARN MORE](#)

CONNECT WITH US



 **AU:** 1800 629 088
(FREE CALL IN AUSTRALIA)
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



© 2023 CLIFTONS