

MEDICAL EXAM DELIVERY CASE STUDY

How Cliftons works with medical colleges to streamline exam delivery

What to look for when partnering with a medical exam provider



The situation

Delivering flawless examinations is essential for medical colleges as it forms part of the qualification process for Australian and New Zealand medical professionals. These exams are often complex and high stakes, with many technical and security requirements, frequently held across multiple locations.

Complex Requirements

Many trainers and assessors recognise that effectively managing diverse elements is crucial for maintaining exam integrity while enhancing the candidate experience. These frequently need:

- Secure venues with a range of exam spaces, candidate waiting and quarantine rooms, examiner facilities and more.
- The capacity to securely manage both paper-based and computer exams.
- Skilled invigilation teams.
- High-speed internet and connectivity for bandwidth-intensive image manipulation.
- The ability to host exams in multiple locations across ANZ and APAC.

High-stakes exam management can be stressful and finding a knowledgeable exam delivery partner to identify and manage logistics / potential issues, such as technical and security requirements, is essential.

*Clients like the Royal Australasian College of Surgeons (RACS) have been coming back to Cliftons for over 13 years. **Stephanie Clota, CEO of RACS**, says, "Education, training and examinations are at the heart of the work the College performs in advancing surgery and training the future generations of surgeons. Cliftons is an important partner that enables our faculty and staff to focus their attention on the crucial training and examination work that the College undertakes."*

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Enhancing Exam Integrity and Candidate Experience

As any assessor knows, holding exams requires meticulous planning and execution. It's a complex process that involves managing numerous issues, such as compliance with regulations, maintaining academic integrity, and meeting stakeholder expectations. Each element is crucial in ensuring the exam experience is fair and seamless for all involved. When working with a professional body, your exam partner needs to understand the following:

Compliance with Regulations

Compliance with regulations is a fundamental aspect of exam administration. In many professional fields, particularly in medicine, exams must meet specific accreditation standards set by governing bodies; compliance with these standards can jeopardise the institution's and its graduates' credibility.

ANZCA and Cliftons for Examination Management

The Australian and New Zealand College of Anaesthetists (ANZCA) sought a venue and examination management partner to facilitate hybrid exams across various cities in Australia and New Zealand. Requiring secure examination rooms in locations such as Brisbane, Auckland, and Wellington, equipped for small groups, virtual examinations, and amenities including high-speed internet access, Cliftons provided a comprehensive solution, ensuring a secure and private environment for examinations with in-house IT support eliminating previous issues faced by ANZCA when using convention centres, such as unreliable internet connections and the need for external IT assistance.

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Maintaining Academic Integrity

Preventing cheating is essential to maintaining academic integrity, which requires the implementation of robust security measures, including secure testing environments, identity verification processes, and the presence of proctors. Additionally, consistent administration of exams is necessary to ensure fairness, with uniform instructions, timing, and resources provided to all candidates. Secure storage of exam materials and careful data management are critical to preventing breaches that could undermine trust in the examination process.

Meeting Stakeholder Expectations

Candidates should expect a smooth and supportive exam experience, which includes clear communication about logistics, access to resources, and prompt resolution of any issues that may arise.

Logistics and Operational Challenges

Selecting secure and appropriate venues is essential for creating a conducive environment for both candidates and examiners, with careful consideration given to space, facilities, and accessibility. Additionally, the increasing use of technology in exams, such as computer-based testing, necessitates a stable infrastructure, high-speed internet, and reliable software to manage exam content and candidate performance effectively.

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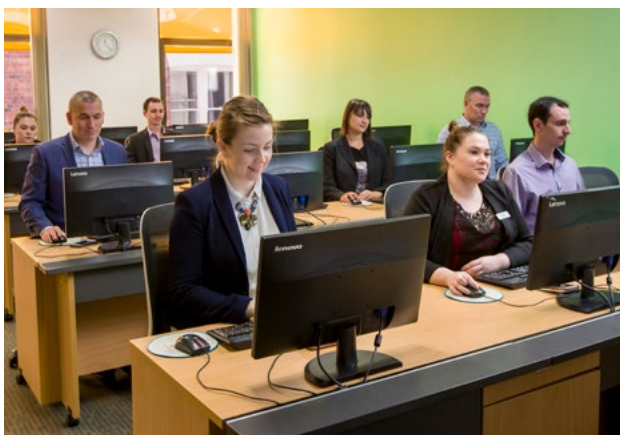
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The solution

When selecting a venue and event delivery partner, confirming that they have the necessary expertise in medical exam delivery is crucial. Cliftons deep understanding of medical exam delivery allows us to effectively navigate the requirements and ensure the best possible outcomes for the College. As an exam delivery partner, we offer medical colleges streamlined and secure exam delivery which includes:

- Our own centrally located and fully equipped venues in a range of Australian and New Zealand capital cities, as well as a network of partner venues within ANZ and globally
- Options for in-venue, virtual and hybrid exam delivery
- Securely storing paper-based exams, which are usually delivered several days in advance
- Having our invigilation team cross-check each candidate has the correct information and exam papers
- Using an imaging system to install the exam system for computer-based exams, with comprehensive testing by our IT team, before being distributed via a secure FTP and loaded on machines in each venue
- Providing a trained invigilation team, with a typical ratio of 1:15, plus a chief invigilator to ensure academic integrity
- Comprehensive pre-event planning as well as on-site support on the exam day
- Spaces for candidate quarantining as required
- All day catering provided by our in-house team.



Enhancing Face-to-Face OSCE: Integrating Virtual Features for a Superior Exam Experience

Our client (Medical College) recognised the benefits of virtual OSCE exams, such as the quality assurance and the capability to record exams but sought to retain some features when transitioning back to face-to-face formats.

In-person elements emphasised the importance of direct interaction between candidates and examiners, fostering camaraderie among examiners and enhancing the overall candidate experience. The use of our Melbourne - Collins Street venue, with dedicated rooms to accommodate the exam requirements, including exam stations, a briefing room, and spaces for prayer and breastfeeding, provided a supportive environment. Security was ensured by separating morning and afternoon candidates and providing dedicated breakout spaces for candidates and examiners.

Cliftons effectively integrated the exam and recording platforms, allowing high-quality exam capture and facilitating remote training monitoring. This approach allowed the College to streamline staffing needs and promoted interactive calibration sessions among examiners. Ultimately, the solution ensured a consistent and secure exam experience for candidates while combining the strengths of both virtual and in-person examination formats.

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Creating an Efficient Process for Seamless Exam Delivery

Cliftons have been delivering exams for over 25 years, with in-depth experience in our in-house team. We've used our expertise to develop a structured process to ensure a streamlined exam delivery. We can support 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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