

## **COC OBSERVER JOB DESCRIPTION**

### **The background**

The COC observer is a service that the Commission of Certification decided to implement in order to respond to the new challenges that the growth of TA in Europe created in our community.

Exams in Europe, mainly at CTA level, are growing in number and are more and more organized on a national basis, mainly in the bigger countries, with candidates and examiners coming from the same country (or linguistic group): the risk of losing our international flavour is high, and EATA thinks that maintaining our cross-cultural organization is a precious value. At the same time the process of evaluation is, at present, not monitored and no kind of training for examiners is present in our certification system.

In order to help retain our internationality, and to gather information about what is happening during exams (for future initiatives to improve the quality of the evaluation process) COC decided to send an observer to each national exam venue around Europe, to find out what is happening and what are the needs of our community.

The first experiences went very well, with much positive feed-back from colleagues both for the observer's presence on the boards and also in the head-quarters of the exams: it seemed an effective answer to a real need in our community, to be followed and helped in the self-assessment process of quality assurance relating to examinations.

### **The contract**

The observer is a TSTA and a very experienced examiner, living and working in a different country but possibly speaking fluently the language of the country where the exams take place. He/she is a member of COC (or an experienced colleague appointed by this Commission) and has excellent knowledge of our organization.

The contract between the observer and the COC is the following:

The observers tasks will be:

1. to take part in the candidates' and examiners' meeting(s), explaining clearly the their function, which is:

- to gather information about the possible different cultural styles of examining around Europe, and exchange ideas and information in order to maintain our international flavour.
- to give a feedback to the boards and to the local organizers (NB they will not, however, be there to examine or assess examiners or organizers).
- to be present to give information to anyone who might have questions about our organization. For example, they themselves might have some information or they can help people find it. It is very useful to bring with them the Handbook and the Council Booklet so that they might give contact details of relevant officers or committees such as research committee, bursaries officer etc.
- to act in some ways as an ambassador or public relations person for our organization: people usually appreciate very much the opportunity to exchange information with a member of Council, or COC and PTSC, or a very competent colleague about our organization so that EATA is not seen just as a big Parent who lays down rules, but also, through contact with a human being, a friendly and supportive presence, which is what we want. This is an effective way to bring our association closer to our colleagues around Europe.

2. to observe some sample exams. The observer will explain clearly that they will be totally out from the exam process:

- he/she will sit apart from the board and the candidate, and has to be considered "invisible". He/she will start to speak only at the end of the exam, after the candidate leaves the room, to exchange strokes and give brief feed-back to the board. In other words, the observer will act during the exams according to the functions described in section 9.7 of the EATA Handbook.
- COC suggests that the feedback will be done in two parts: first the observer gives his/her feedback to the board, and then the board gives a feedback to the observer about their opinions on the new experience. This can help to maintain mutual learning and an equal relationship

3. After the exams the observers will exchanges strokes and feedbacks with the exam supervisor(s) with a double process, as above, and will participate in the debriefing and celebrations.

4. The observer will write a report for the COC, covering all the area of their contract.

5. Reimbursement: COC will reimburse the costs of travelling (flight, train etc.: original documents are needed) plus a lump sum per day for accomodation and meals, as for usual EATA missions. As for usual EATA missions there is no payment for the observer: this is a service on voluntary basis.

6. COC asks the local organizers to give all the help the observer will need for his/her mission (hotel booking etc.)

COC thanks very much the colleagues who will serve as observer for our organization, and contribute to the healthy growth ot it.

The Commission of Certification Chairperson  
Marco Mazzetti TSTA-P