

Position Description

Position Title	Fellowship Exams Officer	Reporting to	Fellowship Exams Lead
Business Unit	Education	Direct reports	NA
Classification	Level C	Date	May 2023

Our Organisation

The Royal Australian College of General Practitioners (RACGP) is the voice of General Practitioners (GPs) in our growing cities and throughout rural and remote Australia. For more than 60 years, we've supported the backbone of Australia's health system by setting the standards for education and practice and advocating for better health and wellbeing for all Australians.

We cultivate a stronger profession by helping the GPs of today and tomorrow continue their professional development throughout their careers, from medical students and GPs in training to experienced GPs. We develop resources and guidelines to support GPs in providing their patients with world-class healthcare and help with the unique issues that affect their practices. We're a point of connection for GPs serving communities in every corner of the country.

Australia's GPs see more than two million patients each week, and support Australians through every stage of life. The scope of general practice is unmatched among medical professionals, so the RACGP supports members to be involved in all areas of care, including aged care, mental health, preventative care and Aboriginal and Torres Strait Islander Health.

Patient-centred care is at the heart of every Australian general practice and at the heart of everything we do.

Our Values

RACGP Employees are expected to uphold our workplace values:



Progressive leadership Forward thinking and proactive leaders who lead by example and empower employees to create and drive innovation



Quality Honouring our Organisational Vision and Mission Statement by constantly striving for excellence in service delivery and advancement in the field



Ethics Committed to acting with morality, integrity and transparency in serving the best interests of all stakeholders



Professionalism Dedicated professionals who respect and collaborate with others and are fully accountable for their actions.

Your Team

The Education Business Unit plays a critical role in ensuring that the RACGP has the right mechanisms to support, review and maintain Education and Training standards for all aspects of a GP's training and education across the lifelong journey of General Practice. In maintaining the Education and Training standards, Education teams develop and deliver educational activities, Fellowship examinations, set and apply eligibility, selection and entry criteria for Fellowship pathways, and implement the RACGP's strategic vision. The functions of Education include:

- Assessment
- Education Governance and Development
- Continuing Professional Development (CPD)

Your Role

The Fellowship Exams Officer reports to the Fellowship Exams Lead and supports the delivery of written and clinical exam modalities that are designed to assess competence for unsupervised general practice anywhere in Australia. The position also takes direction from the relevant National Assessment Advisor.

You will be responsible for a broad range of administrative and logistical tasks that contribute to the end-to-end development and delivery of either the Applied Knowledge Test (AKT) and Key Feature Problem (KFP), or Clinical Competency Exam (CCE) for candidates on pathways to Fellowship. There is an expectation to work across exam modalities to support peak periods and to support the implementation of Workplace-Based Assessment and the Exam Support program as required in alignment with the assessment framework, ensuring a holistic approach.

There is a focus on efficiency, continuous improvement and upholding national consistency. The Fellowship Exams Officer's work is critical to ensure all exams are delivered on time and to a quality standard.

The Fellowship Exams Officer may be required to work on any exam modality on a long-term rotational basis.

In peak exam periods there is a requirement to work additional hours, and this will be managed in line with the RACGP Enterprise -Agreement (EA) 2022 (or subsequent agreement).

Key Responsibilities

- Respond to queries from internal and external stakeholders received by email and telephone and provide high quality, accurate and timely customer service.
- Provide technical support as required to candidates, clinical staff and external GP contractors in the use of exam systems.
- Under the direction of the Fellowship Exams Lead and/or Fellowship Exams Coordinator, organise exam requirements including the maintenance of templates, creation of project plans and schedules, preparation of exam materials, rosters, communications, distribution lists and training activities and materials.
- Coordinate exam content creation and review aspects of the content in exam systems, working closely with National Assessment Advisors, Medical Educators and external GP contractors.
- Provide secretariat support for workshops and meetings, including set up, distribution of documentation, minutes, catering and booking travel for question writing workshops, standard settings, road testing, etc.
- Plan and execute enrolment audits to ensure exam enrolments comply with RACGP policy, ensuring deadlines are adhered to, report on compliance to stakeholders and take appropriate actions to support candidates.
- Maintain filing and archiving structures, ensuring all documents are stored in a timely manner in accordance with established policies.
- Maintain an up-to-date knowledge of all relevant policies and processes, ensuring processes are documented and kept up to date.
- Provide support with aspects of exams during preparation, coordination and on exam day.
- Provide input to continuous improvement of exam processes and develop and implement new procedures to better deliver the exams to nationally consistent standards.
- Respond to changing requirements and adjust priorities accordingly.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

Qualifications and Experience

Essential

- A relevant tertiary qualification.
- Experience working on projects or in the delivery of exams.
- Experience in a role requiring attention to detail with a meticulous approach.
- Capacity to work effectively within a team and independently and to take initiative.
- Outstanding written and oral communication skills.
- Aptitude for using new technology.
- Excellent customer service focus with the ability to develop effective working relationships with a range of stakeholders.
- Experience developing and maintaining positive relationships in complex and sensitive stakeholder environments.
- Capacity to operate effectively and adapt quickly in a rapidly changing environment.
- Experience with the full Microsoft Office Suite of products.

Highly Desirable

- Experience working in education and/or assessment.

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Assessment Teams.
- Censors and Censor-in-Chief.
- GP Training Business Unit.
- Education Governance and Development Teams.
- RACGP Leadership Team and Executive.

External:

- Members
- Exam Candidates.
- Examiners and Assessors.
- Assessment Vendors.