

**EUROPEAN ASSOCIATION FOR TRANSACTIONAL ANALYSIS
COMMISSION OF CERTIFICATION**

July 2008

**Procedure for organising CTA and TSTA examinations:
A description for Local Exam Supervisors**

- a. The National association applies to COC to organise examinations:** This needs to be at least 18 months before the date of exams, once this has been accepted by COC then:
- b. Appointment of local exam supervisors:**
- a. Both a CTA and a TSTA exam supervisor need to be appointed.
 - b. This is normally done by the national association in cooperation with the EATA supervising examiner who must agree the appointment.
- c. Tasks of local exam supervisors prior to the exam meetings and exams:**
- a. The EATA supervising examiner will then circulate an email to all the language coordinators informing them of the exam and the name of the local CTA exam supervisor.
 - b. The local exam supervisor is responsible for informing the Language coordinators regarding the venue of the exams and exam meetings.
 - c. The exam supervisor must liaise with the EATA supervising examiner regarding the call for examiners letter which must be sent out approximately 6 – 4 months prior to the exams.
 - d. The exam supervisor receives a list of candidates:
 - i. CTA exams: The list of candidates and their contact details is provided by the language coordinators.
 - ii. TSTA exams: The list of candidates and their contact details is provided by the EATA supervising examiner.
 - e. The exam supervisor then informs the candidates of the venue and arrangements for the examinations and the examination meetings.
 - f. The exam supervisor must inform the EATA supervising examiner of all the candidates' names and their field of application. If there are too many candidates then the local exam supervisors must liaise with the EATA supervising examiner and a waiting list will be imposed. Candidates will be accepted for examinations on a 'first come' basis.
 - g. If there is a risk of a waiting list being imposed then all the language coordinators must be informed as early as possible.
 - h. EATA supervising examiner will then produce certificates and ribbons for all the candidates. (This needs to be done as early as possible to ensure all the certificates arrive in advance of the exams).
 - i. In advance of the setting up of the boards the local exam supervisor appoints a process facilitator.
 - j. Well in advance of the day of the exams, exam supervisors organise exam boards. These are created from the responses to the call for examiners and also the candidates' refusals lists.
 - k. Point to remember: examiners can only examine a maximum of 3 times during one day.
 - l. These boards need to be written up on a flip chart and displayed during the exam meetings... (It is quite likely that they will then need some adjustments due to non arrivals and late refusals).
 - m. When both TSTA and CTA exams are taking place there needs to be a clear liaison between the two exam supervisors in order to prevent confusion.

- n. Regulations about exam supervisors on site have been formally clarified:
- i. If there are 15 or more CTA candidates there will be two exam supervisors
 - ii. If there are 5 or more TSTA candidates there will be an extra exam supervisor whose job will be to co-ordinate the volunteers (supervisees, audiences etc).
 - iii. The local TSTA exam supervisors normally appoint a volunteer to be responsible for taking care of the volunteer supervisees and audiences in the TSTA examinations: the "volunteer organiser".

o. The task of the volunteer organiser:

- a. The volunteer organiser supports and helps prepare the volunteers:
 - First of all by organising a meeting where the volunteers role will be explained to them
 - Then by being available prior to and following the examinations in order to offer a debriefing for the volunteers.
- b. The volunteer organiser liaises between both the CTA and TSTA exam supervisors to ensure that the volunteers are not needed in both sets of exams (CTA and TSTA) at the same time.
- c. The volunteer organiser ensures the volunteers are waiting at the right exam rooms at the right time.

p. Practical arrangements:

- a. The local exam supervisor is responsible for liaising with the local organisers to ensure that there are sufficient rooms available:
 1. Rooms for the exams, exam meetings, volunteers, debriefing, and headquarters and celebration.
 2. All rooms require a flip chart and pens, with a fresh supply of water. (To be replenished in the exam rooms after each round of exams, this is normally done by a local volunteer helper, appointed by the local exam supervisor).
 3. There needs to be coffee / tea provided for all examiners / candidates during the exams.
 4. It is common practice for candidates to be given a rose (but not obligatory) along with either their gold ribbon immediately after passing the exam or during the celebration with their certificate.
 5. EATA pays for all the practical arrangements plus a meal for all examiners and exam organisers both during the day of the exams and in the evening following the examiners meetings. (EATA has set a budget of €25 per examiner to fund this... However if this is insufficient the local exam supervisor or local organiser should liaise with the EATA supervising examiner and the EATA Treasurer.)

q. The Exams and the exam meetings: All examiners should attend.

a. Purpose of the examiners meeting:

- i. Examiner Training: It is now recognised at most exam venues that these meetings provide an excellent opportunity for examiner training, including learning from peers' experience. This is important for all examiners regardless of experience.
- ii. The exam supervisor normally outlines the basic structure of the examination process.
- iii. Examiners should be clear regarding their responsibility as examiners and are provided with an opportunity to discuss the various aspects of each exam.
- iv. Examiners should be made aware of recent developments in EATA's examination procedures and rules, for example the recent changes about the use of group tapes.

b. Practical information to provide:

- i. All examiners are given an EATA red examiner ribbon; the exam supervisors have pink ones.
- ii. The exam supervisor should have the EATA manual available at the exam venue.
 - For the TSTA examinations there are guidelines which outline the structure available from the EATA supervising examiner.
 - These are intended as a reminder and summary of the normal EATA handbook guidelines, they are not intended to replace the handbook.
- iii. Examiners should be instructed that they can not examine a candidate when there might be a perceived conflict of interest such as being supervisor to the candidate's trainer / supervisor etc.
- iv. Examiners are informed who is going to be the process facilitator.
- v. As good practice in the CTA exam, it is suggested that examiners normally listen to at least 2 of the candidate's tapes.
- vi. Examiners should be reminded of other rules such as the length of the tape (Approximately 5 minutes in length).
- vii. The "101 teach" in the TSTA must be without the aid of notes / slides and other aid memoirs.
- viii. Examiners should be encouraged to discuss any aspect of the examination process which might be causing any concern at all.
- ix. COC has recently (March 2008) made the decision that at the end of the exam, after the scores have been given, the Chair can, at his/her discretion, move straight to the vote to pass or defer without counting the scores at that time.

c. Candidates meeting: All candidates must attend.

- i. The exam supervisor normally outlines the basic structure of the examination process.
- ii. Candidates are informed who is going to be the process facilitator
- iii. Candidates are then provided with an opportunity to discuss the various aspects of each exam.
- iv. The candidates leave with the exam supervisor all their written documents which need to be checked by the exam supervisor to ensure that all the documents are correct and present.
- v. The documents are then made available for the examiners to read.

d. The exams: It is normal practice for the exams to be run on the day after the exam meeting however in some venues where there are many candidates for the TSTA exam or CTA exam it has become common for there to be a first round of exams after the examiners meeting.

- a. The exam supervisor facilitates the process of the examinations ensuring that they run as smoothly as possible.
- b. After each exam the candidate needs to complete the feedback sheet for the examiners.
- c. After each successful exam the candidate is given the gold ribbon and writes passed on their board sheet on the wall in the exam headquarters.

e. The EATA observer: EATA will appoint an official EATA observer who will attend the examinations.

- a. Their role is to observe the overall process as well as to attend the meetings and to be an observer of exams sessions.
- b. They will provide feedback to the local exam supervisors.
- c. They will also write a report for EATA (COC) regarding their observations.

- i. Exam supervisors should read through the EATA observer job description prior to the exam date to clarify the observer's role.
 - ii. The observer should also be invited to make a few comments about his role and his tasks in both the examiners and candidates meetings and also at the celebration
- f. Debriefing meeting:** It is recognised that an hour long debriefing meeting is best practice.
 - a. Debriefing is for both the candidates and the examiners.
 - i. In situations where a there has been a difficult process then the exam supervisor needs to take account of the safety of both examiners and candidates.
 - b. It is for each local exam supervisor to facilitate the debriefing.
 - c. In order to facilitate this process the exam supervisor should when possible read through the exam feedback sheets prior to the meeting.
 - i. A summary of the feedback can then be passed on to the examiners.
- g. The celebration:** Each successful candidate is provided with a certificate.
 - a. It is normal practice for there to be a celebratory drink made available for all attending plus small snacks such as crisps or nuts.
- h. Following the exams:**
 - a. The exam supervisor needs to pass on a list of successful candidates to EATA supervising examiner and also the EATA office in order for the candidates to be placed on the EATA register and for them to be congratulated in the EATA news.
 - b. The names of all examiners are passed onto the EATA supervising examiner and also the EATA office in to thank them in the EATA news.
 - c. All the records / score sheets and examiner feedback sheets are sent to the EATA supervising examiner.

EATA Supervising Examiner
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