12
THE TSTA EXAMINATION

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12 THE TSTA EXAMINATION

12.1 Introduction

The candidate after attending a TEW, and after signing a TSTA training contract which has been endorsed by EATA, enters a further training to become a TSTA. Therefore, becoming a PTSTA is starting a training process aiming at the TSTA Examination.

During the training period the PTSTA can teach and supervise, and does so under the supervision of a certified TSTA. At the end of the training period the PTSTA takes an oral examination. The PTSTA is invited to demonstrate his or her competence in the areas of theory, ethics, teaching and supervision within the context of TA's organisational structure. In all cases the requirements apply to the field of application in which the candidate has already qualified and in which he\she seeks TSTA status.

Some candidates may wish to qualify only in Teaching (TTA) or Supervising (STA) and may have contracted with someone who is a Supervisor or Teacher but not both. To avoid unnecessary duplication of terms, in this section PTSTA is taken to include Provisional TTA and Provisional STA and TSTA is taken to include the status of TTA and STA where appropriate.

12.2 Eligibility for Examination as a TTA, STA or TSTA

12.2.1 Introduction

All candidates must:
*   Have a current Training Contract with EATA or ITAA. In case the contract is with a Principal Supervisor who is a TTA or an STA the PTSTA candidate must have as Co-Principal Supervisor-Co-Sponsor a TSTA.
*   Have satisfactorily completed a Training Endorsement Workshop, approved by EATA PTSC or PSC
*   Have at least 30% of the required professional training hours in TA in the field he/she wants to be examined (See 12.2.2)
*   Have taught a supervised TA 101 Course with "live" in physical presence supervision given by a TTA or TSTA. The supervision of this 101 will be counted for 5 supervision hours of the requirement. PTSC recommends that the first 101 taught as a PTSTA is done within the first three years of contract.
*   Have examined at least five times at three different examination sites-venues during the period of his or her training contract. Candidates can count one session of "special exams" (regulated by special agreements in Austria, Italy and UK) as part of the three

required exam sites for TSTA training contracts.
- Have evaluated at least one CTA Written Exam.
- Submit three letters of endorsement which must cover candidate's teaching and candidate's supervision
    - One must be from the current Principal Supervisor
    - and two must be from other TSTAs who have supervised the candidate's work
- Have attended at least one Written Exam Workshop for evaluators of CTA exams
- The candidate's Principal Supervisor must have examined five times in three TSTA examination sites- venues during the TSTA training contract with the candidate.
- The candidate's Principal Supervisor must have attended a WEW (Written exam workshop for evaluators)

12.2.2   Eligibility for examination as a TSTA, TTA and STA

To be eligible for examination, the candidate must fulfil the criteria set out in 12.2.1

12.2.2.1 Eligibility for examination as a Teaching Transactional Analyst (TTA)

To be eligible for examination as a TTA, the candidate must fulfill the criteria set out in 12.2.1
The letters of endorsement must cover his or her teaching
in addition the requirements for the candidate are:
to have completed:

- 300 hours of experience teaching TA, within which must be included 50 hours of teaching which has been supervised by a TSTA who is a member of EATA, ITAA or FTAA, of which 20 hours must be "live" in physical presence supervision;
- Completed 100 hours of continuing professional education/development.
- Given at least 12 hours of presentations at conferences and professional meetings, 6 of which must be at national or international meetings.

12.2.2.2   Eligibility for examination as a Supervising Transactional Analyst (STA)

To be eligible for examination as a STA, the candidate must fulfill the criteria set out in 12.2.1. The letters of endorsement must cover his or her supervision.
In addition the candidate must have completed:

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- 500 hours of experience supervising TA in individual or group supervision, which must include
  - a minimum of 40 hours of supervision each for at least two supervisees
  - 45 hours of supervision which have been supervised by a TSTA who is a member of EATA, ITAA or FTAA, at least half of which must be "live" in physical presence.
- Completed 100 hours of professional education/development.

In cases (for example geographical isolation) where arranging live supervision is difficult, it is acceptable that a proportion of this may be carried out by a supervisor from a different field, or via video-tapes, or on-line. The proportion of hours of video tape/on-line to face to face supervision is the decision to be taken with the Principal Supervisor, in all cases online or videotape supervision must not exceed 50% of the total amount of supervision hours required

12.2.2.3   Eligibility for examination as a
Teaching and Supervising Transactional Analyst (TSTA)

To be eligible for examination as a TSTA, the candidate must fulfill the criteria set out in 12.2.1, 12.2.2 and 12.2.3. His or her letters of endorsement must cover both supervision and teaching. Though each letter does not have to include endorsement of both, both areas of expertise must be endorsed.

To be eligible for examination as a TSTA a candidate may also have been certified as a CTA TS, and in that specific case all the training hours completed during the training as CTA TS are counted towards the total amount of required hours towards the TSTA certification (see section 11 CTA-TS).

12.2.2.3.A   SUMMARY TABLE OF REQUIREMENTS FOR TTA, STA TSTA

Requirements for the Exam	TSTA	TTA	STA
Letters of endorsement must cover	Teaching and Supervision	Teaching	Supervision
Completed hours of continuing professional education/development.	100	100	100

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Experience in teaching TA	300 hours, including 50 hours of teaching which has been supervised by a TSTA who is a member of EATA, ITAA or FTAA, of which 20 hours must be "live" in physical presence supervision	300 hours, including 50 hours of teaching which has been supervised by a TSTA who is a member of EATA, ITAA or FTAA, of which 20 hours must be "live "in physical presence supervision	-
Experience in TA Supervising	500 hours supervising TA in individual or group supervision, which must include • a minimum of 40 hours of supervision each for at least two supervisees • 45 hours of supervision which have been supervised by a TSTA who is a member of EATA, ITAA	-	500 hours supervising TA in individual or group supervision, which must include • a minimum of 40 hours of supervision each for at least two supervisees • 45 hours of supervision which have been supervise

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	or FTAA, at least half of which must be "live"in presence.		d by a TSTA who is a member of EATA, ITAA or FTAA, at least half of which must be "live"in presence.
Experience in TA presentations	Given at least 12 hours of presentations at conferences and professional meetings, 6 of which must be at national or international meetings.	Given at least 12 hours of presentations at conferences and professional meetings, 6 of which must be at national or international meetings.	-

12.2.A ONLINE TSTA EXAMS

EATA offers also online exams due to, and following to, the exceptional circumstances caused by the Covid-19 Pandemic. Online exams follow the procedures of on-site exams, with appropriate adjustments made for the different formats as outlined below. Under each subheading of Chapter 12,where appropriate candidates can find instructions on how to proceed with an online exam.

12.1.A.1 General and technical Requirements for taking
 an exam online are :

- To ensure a quiet and undisturbed room where examiners need to be able to see the room – digital backgrounds are not allowed -

To ensure the following technical requirements:

- secure and stable internet connection, camera and microphone functioning. It is important for everyone to familiarize themselves with the technology and get any support they needed ahead of time. Good lighting is essential so people can be seen clearly.

  - Zoom or other platform chosen by EATA will be the platform used for on-line exams. Gallery view on Zoom is advised.
  - All, that is candidates, examiners and observer, must have their camera on to allow participants to see one another clearly. Earphones are preferable as they keep background noise to a minimum. Muting of candidate and Board members can be used while listening to the tape to promote the best audio experience.
  - Private chats are not allowed during the exam.
  - In the online exam any technical problem that cannot be solved within 10 minutes will result in a no-exam and the exam can be taken again at a later date at no further cost. CoC will provide one person for technical support who will be available during the entire exam process. Disturbances in the physical rooms of any people involved in the exam process, lasting for more than 10 minutes have the same effect (e.g. an uninvolved person entering the room)

  - . It is important for candidates to be familiar with the Zoom technology of sharing audio sound. This must be practiced in advance so that candidates are confident in the process. If a recording cannot be heard properly then the exam may result in a 'no exam' decision.

  - Candidates are required to be available and able to upload all documents. usually brought to the live exam in paper, into a cloud folder previously assigned by the online exam supervisor

  - If an exam is observed the observer is recommended to introduce him\herself to the Board and then the candidate decides whether he\ she wants to see or not the Observer. If not the Observer turns his\her camera and microphone off (not showing the Observers picture but a blank square) whilst

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the exam is in process, just as they would sit out of sightline in an on-site exam and not intrude. The function of putting the observer on one side of the screen should be used. It should be clear that he/ she is not part of the Board of examiners. The Observer must be clearly identifiable as such and easily distinguishable from the exam Board

- All candidates must make arrangements to record their exams on their own personal device to be used in case of appeal. Examiners are not permitted to record the exam.
- The Process Facilitator can be called online. The Chair will have the responsibility and the contact details to call for the Process Facilitator who will be able to Zoom-in to that specific exam room if called.

- Candidates are recommended to have support people before and after the exam, who are nearby at the time of their exam In all cases support people cannot be in the room *during* the exam.

Candidates are recommended to practice mock exams in this online format

12.3 Supervision

12.3.1   Accredited supervision for the TSTA Exam

At least 30% of a PTSTA required supervision has to be **with a TSTA in the candidate's chosen field**. The remaining hours of supervision can be with a TSTA from other fields.

Supervision may be the discussion of training or supervision with the Principal Supervisor or it may be "live supervision". For example, the Principal Supervisor may attend a training module and give supervision afterwards or the Principal Supervisor may supervise the candidate supervise another member of a supervision or training group.

Sometimes it is very difficult to arrange live supervision and so, following to agreement with the candidate's Principal Supervisor, some of these hours can be done using:

- webcam or audio and/or video-tapes (supervision of supervision), or only by webcam or video-tapes (supervision of teaching) or on-line supervision. The amount of hours supervised in this way can be negotiated with the Principal Supervisor, in any case they cannot exceed 50% of the total amount of hours required for supervision

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12.3.2   The supervision hours

In TSTA-led supervision groups, the candidate can count any hour with a supervisor in which they actively present work for supervision as one hour of supervision. The trainee does not usually count supervision hours where they have been present during the supervision of other trainees. These will count as continuing professional development hours.

However, where two or three PTSTAs receive supervision together in a group for the corresponding number of hours, and provided that each PTSTA makes a presentation of his or her work in supervision or training, each PTSTA may count all the hours of supervision with the supervisor.

12.4 PTSTA Records of Teaching and Supervising Hours-Annual Reports

Throughout his or her period of training, the PTSTA is responsible for keeping an accurate record of all teaching and supervision activity and supervision received. The candidate's Principal Supervisor must periodically review this record, and it must be produced at the examination. Part of the Principal Supervisor's task is to ensure that the records are accurate. The indication of all documentation for this section is listed both at the end of this section and also at the end of Section 13.

At one-year intervals after signing a TSTA training contract, **the PTSTA and Principal Supervisor should each complete a PTSTA Annual Summary Report and the PTSTA Principal Supervisor's Annual Summary Report respectively.** Copies of both these annual reports, for each year of training, should be taken to the TSTA examination. **In case there is a Co-Principal Supervisor-Co-Sponsor the annual report of the Co-Principal Supervisor must be included as well.**

12.5 Applying for the Examination
12.5.1 Confirmation of the registration for the TSTA exams:

No later than six months date to date before the examination, the candidate has to pay the examination fees, consulting the EATA website to check the procedures and amounts, and send an electronic PDF file of the following to the Supervising Examiner:
   • the notification of his or her intent to take the TSTA, TTA or STA examination using the Examination Application form (Form 13.12.4.a)
   • the completed Principal Supervisor's Certification Form (Form 13.12.5)
   • Evidence of payment of the examination fee

12.6   Withdrawal from the Examination
If the PTSTA withdraws from the examination after registration, by notifying

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the Supervising Examiner more than two clear months before the examination date, the fee may be later transferred to a different examination. If notice of withdrawal is given by the candidate less than two clear months before the examination date he\she may not reclaim or reuse the fee.

12.7 The Examination
12.7.1   Introduction
The candidate must bring four copies of the following to the oral examination:
- His or her TSTA contract and if appropriate his\her CTA TS contract
- His or her PTSTA Annual Summary Reports.
- His or her Principal Supervisor's Annual Summary Reports.
- A Curriculum Vitae setting out his or her education, training and experience.
- 3 letters of endorsement (See also 12.2.4), one of which must be from the Principal Supervisor.
- The Principal Supervisor's Certification for the TSTA Examination Form.
- The context sheet for the teaching section (if appropriate).

Equipment to record the exam, in all sections, is mandatory as in the absence of any such recording no appeal can be taken in consideration.

Note: **For exams using Translation: TSTA candidates cannot share a translator with another candidate.**

The TSTA examination consists of three sections:

- A. Theory, Organisation and Ethics
- B. Teaching
- C. Supervision

Including the time for scoring and Board debriefing and discussion process the theory section lasts approximately one hour 15 minutes. The teaching and supervision exams take approximately 1 hour 30 minutes. These timeframes are not obligatory but guidelines for the board to plan the examination process.
When there is a translation the time can be increased by 50%.

Candidates must pass the Theory, Organisation and Ethics section of the examination before they can proceed to take the Teaching and/or

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Supervision sections.

During the TSTA examination the candidates are invited to show that they have a clear and comprehensive understanding of TA theory, can discuss it critically and compare and contrast it with other theoretical approaches. They have to show that they
- can supervise CTA and PTSTA trainees competently and the differences between the two
- can teach TA competently,
- are ethical, responsible and reliable in their contacts with other people,
- have a good understanding of the workings of national and international TA organizations.

12.7.2   Before the examination
- The TSTA Candidates briefing and information meeting is held usually the day before the examination.
- The Exam Supervisor will answer questions, explain the process, go over the Scoring Sheet, and tell the candidates about their rights.
- Four qualified examiners are chosen by the Local Exam Supervisor to serve on the Examination Board and one of these is chosen as Chair of the Board. Very occasionally, if necessary, a Board of three will examine the candidate.

Examiners can examine a maximum of 3 candidates during one day .

12.7.2.A ONLINE exam Examiners Briefing meeting
Examiners' Briefing Meeting will be held online the day before the exams. The examiners will receive communication about it From the Online Exam Supervisor (OES)

12.7.3 The examination

A. Theory, Organization and Ethics section
The Board examines one candidate at a time and:
- Reviews the file of documents that the candidate has presented (see 12.7.1)
- Asks about the candidate's philosophy of training in relation to their training program/practice.
- Asks questions to reveal the candidate's ability to think about advanced TA concepts and to compare and integrate TA theory with other theoretical models and approaches.
- Evaluates the candidate's knowledge of national and international TA

organizations.
• Evaluates the candidate's sense of being a professional whose work is based on an integrated ethical thinking.
• Evaluates the candidate's ability to integrate all these aspects into a coherent approach to practice, training and to the development of transactional analysts.

When the Board's questioning is complete, the Board will evaluate the candidate by using the Theory, Organization and Ethics Exam Scoring Sheet.

B. Teaching section
The Teaching section aims at providing a setting as close as possible to the normal reality of everyday TA teaching and training, rather than being an artificial situation set up especially for the exam, so that the candidate has an opportunity to:
   • Demonstrate his or her style and philosophy of teaching and training.
   • Give a rationale for his or her teaching methods.

B.1   Before the examination
The candidate will have prepared:
   • A teaching demonstration of 20 minutes duration on a topic related to TA theory and practice.
   • A sheet of A4 paper giving the following information:
      ❖ where this piece of teaching would fit in the overall training program and in the specific teaching day(s) of which it is a representative segment.
      ❖ who the participants would be.
      ❖ at what level or stage the participants would be in their own training.

The Board (whenever possible with the Observer) will come together an adequate time before the beginning of the examination to be attuned to one another, that is about 15 minutes before the beginning of the examination **(see12.7.1).**

B.2   During the examination
   • The Chair will invite the candidate into the exam room and welcome her/him.
   • The volunteer audience will enter into the room at the start of the exam and can stay until the end of the second teaching. **The candidate can decide whether the audience will stay in the room for the Board questions or not**. In all cases the volunteer audience

will not be in the examination room when the Board will be discussing-debriefing together with the Observer

- When the candidate, the Board and the audience are ready to proceed, the exam will begin with a dialogue between the candidate and the Board, in which the candidate will be invited to speak briefly to the Board about his or her:
  - ❖ training philosophy, that is, the professional or ethical values and principles that guide his or her choice of training program structure or training methods.
  - ❖ theoretical and didactical thinking and preferred special theoretical models of learning, These models may be drawn from TA or from other fields of theory.
  - ❖ choice of teaching methods, both in his or her overall training program and in the teaching demonstration to be presented during the exam.

- This initial period of discussion should last approximately from ten to fifteen minutes, though it may be extended at the discretion of the Chair.
- In this initial discussion the examiners seek to get an initial framework within which to assess the practical demonstration; that is to say, they will measure what the candidate actually does in the teaching in terms of what the candidate says that he\she does.
- The candidate will then present his or her twenty-minute teaching demonstration to the audience and the Board.
- The teaching demonstration should be representative of an actual session in the candidate's training practice, and should be congruent with the candidate's expressed theoretical model or models of learning.
- It is the candidate's responsibility, and part of his or her skill, to choose teaching methods that will fully demonstrate his or her teaching skills in the twenty-minute time slot available.
- After the 20 minutes teaching demonstration there will be a 10-minutes time slot during which the audience members, but not the Board members, may ask questions related to the topic taught and its relationship to other aspects of TA. In choosing their questions, the audience members are invited to be themselves as far as possible and not to role-play trainees of any particular level of experience. The candidate may choose to integrate the questions into their teaching so that the teaching session lasts for 30 minutes in total.
- When the ten-minute question time is complete, the Board members may ask questions of the candidate. However, the Board may choose

to save the questions until after the TA 101 teach. These questions will be about the theory, philosophy, methodology, content and rationale of the candidate's teaching and/or training activity, including the organization of the candidate's training program, and any other matters that the Board deems pertinent to the assessment of the candidate's readiness to be certified as a Teaching Transactional Analyst.

- The Chair of the Board offers the candidate a container in which the TA 101 topics are each written on slips of paper (see Section 12). The candidate chooses one at random. He or she then has up to 2 minutes to prepare, after which he or she will teach the topic to the audience. The teach itself will be 5 minutes, followed by 5 minutes questions from the audience (as trainees). **The questions may NOT be integrated into the teaching.**
- When this is complete, the Board may choose to ask further questions, for example, relating to teaching methods. **The Chair of the Board should ensure that the Board's questions are mainly on the teaching philosophy, rationale and methods**
- The Board may then discuss their scoring
- When the Board's questioning is complete, the Board will evaluate the candidate by using the Teaching Exam Scoring Sheet.

B.A Online TEACHING EXAM BLENDED FORMAT (see Section 12 A)

- candidates will give the two teachings onsite:
- teaching presentation
- 101
- An audience, of at least 5 people \trainees will be present ,they should be unconnected and different from their own training group, institute, and Principal Supervisor
- Each teaching will be videotaped.
- Each teaching will be taking place according to the rules for the teaching exam on site

A TSTA, selected by the candidate, who is not the Principal Supervisor nor co-sponsor of the candidate, is required to be present during the two teachings ,his/her responsibility is to ensure that the process takes place according to requirements, and to certify this (see form 13.12.1.a)

- The candidates will then bring their videotape to an online Board to be evaluated and to take their other part of the exam, that is questions dialogue with the Board online, which will be a "normal Board" organized by the OES, online version of the Local Exam supervisors.

- **During the exam** It is the responsibility of the candidate to ensure, that they have a permissio*n of t*he people whose recordings they present in the segment shown online.

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- The candidate also needs to ensure that the recording devices he\she is using are of a good enough quality so that the recordings can be heard by the online exam Board. It is important to be familiar with the Zoom technology or other platform chosen by EATA for sharing audio sound. This must be practiced in advance so that the candidate is confident in the process. If a recording cannot be heard then the exam may result in a 'no exam' decision. Candidates are required to be available and able to upload all documents. usually brought to the live exam in paper, into a cloud folder previously assigned by the online exam supervisor

- If an exam is observed the observer is recommended to introduce him\herself to the Board and then the candidate decides whether he\ she wants to see or not the Observer. If not the Observer turns his\her camera and microphone off (not showing the Observers picture but a blank square) whilst the exam is in process, just as they would sit out of sightline in an on-site exam and not intrude. The function of putting the observer on one side of the screen should be used. It should be clear that he/ she is not part of the Board of examiners.The Observer must be clearly identifiable as such and easily distinguishable from the exam Board

- All candidates must make arrangements to record their exams on their own personal device to be used in case of appeal. Examiners are not permitted to record the exam.

- The Process Facilitator can be called online. The Chair will have the responsibility and the contact details to call for the Process Facilitator who will be able to Zoom-in to that specific exam room if called.

Candidates are recommended to have support people before and after the exam, who are nearby at the time of their exam In all cases support people cannot be in the room *during* the exam

.Candidates are recommended to practice mock exams in this online format

12.3 Supervision

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C. Supervision section

The Supervision exam is to enable the candidate to demonstrate that he\she can both supervise practitioners and supervise trainers and supervisors of practitioners. The candidate will be expected to have a clear philosophy of supervision and use an appropriate range of supervisory models, as well as showing an ability to establish specific contracts that identify and meet the key issues of the supervision.

C.1   The Supervision exam

- The Chair will invite the candidate into the exam room and welcome him\her
- When the candidate, the Board and the supervisee(s) are ready to proceed, the exam begins with a dialogue between the candidate and the Board about his or her supervision philosophy and personal style and about the professional and ethical values guiding his\her supervision. After this the first supervisee will be invited by the Board to come in.
- The candidate will then be asked to supervise two trainees for a maximum of 20 minutes each, (longer if the examination is being translated (see 12.7.1). The supervisees will be:
  - ❖ one who will present a case of his/her professional doing in the field of psychotherapy, counselling. organization or education. This will be a first level supervision, that is the supervision of a practitioner
  - ❖ a Provisional Teaching and/or Supervising Transactional Analyst (PTSTA), who will be presenting a problem as a trainer or supervisor or in the context of a TA Training group. This will be a second level supervision, that is the supervision of a trainer.
- The second supervisee is not present during the first supervision to avoid bias. The supervisees can remain in the room until the end of each supervision piece.
- If the Board members wish so, they may further question the candidate about any aspect of these supervisions, either between the two supervision sessions or after the second session.
- Scores are not given to the candidate in between the two pieces of supervision. However, feedback needs to be offered regarding competences that may not have been evident and that should be demonstrated in the second piece of supervision.

When the Board's questioning is complete, the Board will evaluate the candidate by using the Supervision Exam Scoring Sheet.

- There will be two different scoring sheets one for first level supervision and one for second level supervision

C.1.A Supervision examination Online
In online supervision examinations there will be a 20 minutes break between the first and second supervision to allow the candidate a fresh start with the second-level supervision, that is supervision of trainers, as opposed to supervision of practitioners
There will be two different scoring sheets to evaluate each kind of supervision first and second level supervision

12.8 The Scoring Procedure

The procedure for scoring and voting is the same in all three sections of the TSTA exam:

- When the Board is satisfied that they have sufficient information to score and vote, the scoring procedure begins:
  - ❖ Each Board member does his or her own scoring.
  - ❖ The Chairperson informs the candidate that this is their last opportunity to call the Process Facilitator. After this, only a Board member can decide to call the Process Facilitator.
  - ❖ There may be a discussion among Board members if the Board members wish to do so.
  - ❖ Board members may revise their own scoring.
  - ❖ The scores are called out.
  - ❖ The Chairperson collates the scores on his/her own scoring sheet.
  - ❖ The Chairperson informs the Board members that this is their last opportunity to call the Process Facilitator.
  - ❖ Board members vote to pass or defer.
- The scorings are to be used as a guide and the judgment of the examiners is the final decision. However, the candidate will be deferred if:
  - ❖ two or more examiners vote to defer. The same rule applies for three people Boards
  - ❖ **OR** if the total score is less than 60% in any section, which is
    - A. Theory, Organization and Ethics less than 15 points
    - B. Teaching less than 24 points
    - C. Supervision less than 48 points
  - ❖ **OR** there is a rating of 1 from all examiners on any one Scoring Scale.
- If none of the above applies and three or more examiners vote to pass (or two in a three people board), the candidate is passed.
- The candidate is asked to write his or her comments about the

examiners on the Examiner Evaluation Form provided by the Examination Supervisor immediately after the examination.

12.9 Guidelines for Examiners in the TSTA Examination

- Board members need to read the candidate's papers before the examination process begins and go over the file with the candidate at the beginning of the examination. In this process it is important to look for something to stroke positively, if this is the case.
- This time is to be used to get acquainted with the candidate.
- Board members need to ask specifically for the information they want, using open-ended questions as far as possible. For example,
  - ❖ How did you come to be involved in TA training?
  - ❖ Why are you still interested?
  - ❖ What do you consider Berne's original contributions to TA theory to be?
  - ❖ As a TA teacher and supervisor, what size of training group do you have?
  - ❖ Why is that?
  - ❖ What other theories, besides TA, about teaching adults are you aware of?
  - ❖ How do you use them in training?
  - ❖ What sort of diagnostic process do you use during a supervision session with a trainee?
  - ❖ If you were to be the next President of EATA (or ITAA, or of your national organization), what is one important goal that you would have for that organization?
- Feedback after every question needs to be given in order to indicate to the candidate how his or her response is being evaluated. If the candidate answers a question incompletely or inaccurately, the Board member needs to tell to the candidate what answer he\she was looking for.
- Look for the strength and competence in the candidate. If you notice problem areas, discuss or explain the areas in question.
- Board members need to ask positive questions like "Will you please explain that to me?" or "Will you please tell me more about that?" the use of non-specific negative phrases such as "I am concerned about…" must be avoided.
- Do not get locked into following a line of questioning in an area that the candidate obviously does not know. It is OK for the candidate to say, "I don't know" occasionally.
- TA can be used in many ways. Board members must be willing to

- listen and understand from the candidate's frame of reference. The candidate may do things differently from the way Board members do them, but what is important is that they are able to explain and support their thinking.
- Teaching or supervising either the candidate or the supervisees in the Supervision section of the examination by any Board member must not be done, Board members have no contract to do it.
- Attention to the other members of the Board must be given, giving feedback and support, as well as letting them know what is going on for you.
- Including the time for scoring and Board debriefing\discussion the theory section lasts approximately one hour 15 minutes. The teaching and supervision exams take approximately 1 hour 30 minutes.(In translated exams the time allotment is 50% more see 12.7.1) In online supervision exams time allotment is 20 minutes more to include the break in between first and second supervision (see **12.3.C.1.A**)
- Towards the end of the exam, the Board members should reflect on whether they have all the information they need to score the candidate. Further steps should be discussed with the other Board members.
- If, after one hour for the theory section and one hour and 30 minutes for teaching and supervision the end of the examination is not yet in sight, the Board should focus and reflect on the examination process and consider calling the Process Facilitator.
- In cases where the examination is being translated, all these suggested times need to be lengthened; total time for a translated examination may thus be around 50% more than the planned time (see Section 9.8 for guidelines for translated exam examinations and section 9A for translated online examinations).

12.9.A ONLINE exam Guidelines for examiners

 The process needs longer to allow for on-line adjustments -up to 30 minutes longer if necessary-This means that **the Theory part of the exam online** will last up to about one hour and forty-five minutes , if translated up to two 2 hours and fifteen minutes

- the oral **TSTA   Teaching exam online** can last up to two hours, if translated 2 hours and forty five minutes , The **Supervision TSTA exam online** up to two hours and 20 minutes including the 20 minutes break in between the two supervisions,if translated up to 2 hours and 50 minutes

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12.10 Guidelines for Supervisees and candidates in the Supervision Section of the TSTA Exam

EATA and PTSC-CoC **wish to thank supervisees fo**r being available and interested in participating in the examination process. Here are some guidelines that may help both supervisees and candidates in performing this important task:

Supervisees need to:

- Be aware that the main focus is on the exam and the candidate. This opportunity can be used by supervisees to learn something and to get some free supervision from a supervisor who is not part of their usual context.
- Bring an issue they are interested in solving – in other words, supervisees should bring a real question, not a role-play.
- Bear in mind that the exam supervision will be limited to a time slot of 20 minutes. It is the job of the candidate to show that they can handle this time boundary in the supervision. However, to gain the maximum benefit for yourself as a supervisee, bring a supervision issue which you believe can practicably be handled within twenty minutes.
- Remember that the candidate is an experienced supervisor, even though he\she is in a somewhat stressful situation. Don't set out to, for example, rescue the candidate, but be real, and treat the exam supervision as you would treat any other supervision session.
- If you are in the role of a CTA or CTA trainee bring an issue from your practice. The aim of this part of the exam is to evaluate **the candidate's supervision of a practitioner**.
- If you are a PTSTA bring an issue relating to your training or supervision, i.e. to your practice as a PTSTA. **This part of the exam aims to test the candidate's ability to supervise a trainer and/or supervisor.**
- The case you bring, as well as the content and process of the supervision during the exam, will be treated as confidential. Please observe the same confidentiality about the supervisor and the others present, in just the same way as you would in a supervision group.
- If you feel any discomfort after the supervision don't hesitate to disclose this. Occasionally you can do this appropriately in a supervision setting of your own or you can look for the Local Exam Supervisor afterwards to tell him or her

For candidates-examinees:

- Similarly, it is the candidate's job to invite a clear contract for the supervision and to see that the contract is fulfilled. If you are at an

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exam site with translation, please allow time for the translator to do his or her job, especially if you are speaking the same language as the candidate, or if there is an examiner on the Board who speaks a different language. Be aware that the translation slows down the process, and has the potential to get in the way of your thinking process or spontaneity. It also has the advantage of giving you extra time to consider and integrate.

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12.11 The function of Chairperson, Process Facilitator, Observer, Translator: see Section 9.

12.11.A ONLINE exam
The Function of the Chairperson

In online exams the Chair also has the responsibility
 for taking the initiative in ensuring any technical problems are resolved.

- Technological help will be available but there is also a live limiting factor with many dependent variables. In the event of a technological failure, the Chair will call a process facilitator.

- The process facilitator will call the online exam supervisor, who will have the responsibility of deciding if is it possible to continue.

- If one examiner loses internet connection and cannot return to the link then the board can decide to proceed with three examiners. If more than one examiner loses internet connection and cannot return to the examination within ten minutes then a no exam is declared, as the minimum number of examiners is three.

- Where an exam cannot be completed due to technical problems a 'no exam' will be declared.

Online Observer

- If an exam is observed the observer is recommended to introduce him\herself to the Board and then the candidate decides whether he\she wants to see or not the Observer. If not the Observer turns his\her camera and microphone off (not showing the Observers picture but a blank square) whilst the exam is in process, just as they would sit out of sightline in an on-site exam and not intrude. The function of putting

the observer on one side of the screen should be used. It should be clear that he/ she is not part of the Board of examiners. The Observer must be clearly identifiable as such and easily distinguishable from the exam Board

- All candidates must make arrangements to record their exams on their own personal device to be used in case of appeal. Examiners are not permitted to record the exam.
- The Process Facilitator can be called online. The Chair will have the responsibility and the contact details to call for the Process Facilitator who will be able to Zoom-in to that specific exam room if called.

- Candidates are recommended to have support people before and after the exam, who are nearby at the time of their exam In all cases support people cannot be in the room *during* the exam.
- Candidates are recommended to practice mock exams in this online format

12.12 Partial Completion

If the candidate passes the first section of the exam on Theory, Org*nizati*on and Ethics but has not been successful in the other exams they will have 12 months to complete the exams without re-sitting the Theory section. If the time limit is exceeded, the first section must be repeated when the candidate re-presents for examination. A candidate who passes the first section and one of the others, may present for the third examination at any time in the future within the time limit of their TSTA Contract.

12.13 Appeals: The same rules apply as in Section 9 of this handbook.

12.14   Documentation
   TEW staff evaluation (13.10.2)
    List of 101 Topics for Teaching Examination (13.12.1)
    Teaching online Blended format   FORM 13.12.1.a
    PTSTA Annual Summary report form (13.12.2)
    PTSTA Principal Supervisor Annual Summary report (13.12.3)
    Examination Application Form (13.12.4)
    Principal Supervisor Certification Form (13.12.5)
    Confirmation Letter for TSTA Examination (13.12.5a)
    TSTA Theory, Organisation and Ethics Board – Scoring Sheet

(13.12.6)
TSTA Teaching Board – Scoring Sheet (13.12.7)
TSTA Supervision Board Scoring sheet (13.12.8)
NEW TSTA Supervision Board Scoring sheet (13.12.8a)
TSTA Contract (13.4.2.A)
Examiners Evaluation Form (13.7.15)
Certificate of attendance to a WEW