



## Postponement of examinations

### First Question and Answer (FAQ) document 23<sup>rd</sup> March 2020

All candidates will now know that The Institute of Tourist Guiding (the Institute) has postponed examinations due to the restrictions placed on all of us by the Covid-19 (Coronavirus) pandemic.

This has already generated lots of very valid questions, so we intend to keep you all up to date regularly. We are discussing all the implications with your Chief Examiner and Course Directors.

We will always aim to keep your best interests at heart, in terms of health, safety and, ultimately, to give you the best chance of passing the examinations and achieving the qualification that you are working so hard for.

However, this is a situation that is changing frequently, so we may not be able to give you clear answers immediately.

If you have any concerns or questions, please speak in the first instance to your Course Directors.

Q1 Please could you clarify when my examinations are rescheduled for?

A1 The table below (Revised schedule of examinations) lists all postponed examinations that were due to take place from March to July together with an anticipated new date. These will all be subject to review and confirmation.

### Revised schedule of examinations

Examination	Scheduled date	Proposed month (subject to confirmation)
<u>London Blue Badge</u>		
Practical examination - National Gallery	30 <sup>th</sup> March to 1 <sup>st</sup> April 2020	September 2020
Practical examination - walk	1 <sup>st</sup> to 4 <sup>th</sup> April 2020	September 2020
Written paper module 1 (Background Knowledge)	7 <sup>th</sup> April 2020	October 2020
Practical examination resits	June 2020	September 2020
<u>North East England Blue Badge</u>		

Four practical examinations – museum, walk, cathedral, coach	30 <sup>th</sup> March to 4 <sup>th</sup> April 2020	November 2020
Written paper module 1 (Background Knowledge)	7 <sup>th</sup> April 2020	October 2020
Written papers modules 2 and 3	9 <sup>th</sup> April 2020	November 2020
<u>Heart of England Blue Badge</u>		
Written paper module 1 (Background Knowledge) resit	7 <sup>th</sup> April 2020	October 2020
Written papers 2 and 3 resits	20 <sup>th</sup> July 2020	Possibly remain 20 <sup>th</sup> July 2020 (To be confirmed)
<u>City of London Green Badge</u>		
Two practical examinations – site, walk	May 2020	September or October 2020
Written paper	May 2020	September or October 2020

Q2 I already have a holiday booked around the time of the possible new date. Can you give the actual dates?

A2 At this stage, no. We will need to reorganise venues and examiners. But we do not yet know how long this situation will last and can only reschedule when we know when restrictions will be lifted.

Q3 Can you refund the examination fees that I have paid so far?

A3 We are reviewing this matter, and candidates who have already paid will be contacted shortly.

Q3a My examination fees are due in the next few days. Do I need to pay them?

A3a Candidates whose fees are due but not yet paid do not need to pay now.

Q4 Why can't we take some of the examinations sooner, for example the written examinations?

A4 The venues for all the written examinations have themselves closed. We are unlikely to be able to find alternatives.

Q5 Could we do the written examinations at home? Answers could be given verbally by Skype or similar?

A5 Unfortunately we would not be able to be sufficiently robust in supervising that. Verbal examinations need each candidate to be assessed individually, and

everyone needs to take the examination at the same time. We do not have enough examining resources to do that.

Q6 Could we do practical examinations by Skype or similar?

A6 One of the important objectives of the practical examinations is to assess how candidates manage and interact with their groups, to reflect the real-life guiding world in which you will be working. This is not possible unless there is physically a group present. All the sites are closed, and Government guidelines advocate social distancing.

Q7 The Government has announced that Medical Students will not need to take their final examinations. Can we also guide without having completed our examinations?

A7 We feel flattered to be compared with the medical profession, but their situation is very different. Their students have already passed many examinations and practical assessments and are able to deliver the things for which they are already qualified. We are not in a position of having interim assessments so cannot award any interim badge.

Q8 We would love the Institute to give us authorisation to obtain paid guiding work over the summer pending qualification.

A8 The experience of qualified guides is that all work is being cancelled for a longer period. We do not anticipate any work this summer, or whilst this situation lasts. Many guides are negotiating rescheduled work for 2021. Also, we are not able to authorise any unqualified guide to seek paid work, and there is also an implication for Public Liability Insurance.

Q9 (North East only). Will we get our project results back before the summer?

A9 Your Chief Examiner is working with the Project Marker to complete the task as soon as possible. They aim to have project marking completed by Easter, with results to follow as soon as they have been ratified.

Q10 (London Blue Badge only). Could we bring our project forward to start on it now, but have an extra month to complete it?

A10 Yes, we are facilitating this. London candidates who need to do a Tour Planning Project (module 4) will receive more information soon.

Q11 (London resits only). Could we run just the coach resit examination earlier than the proposed September. Nothing needs to be open and there is low level contact. Several candidates have only failed the coach so this would give them a chance to get their badges as soon as possible.

A11 Unfortunately this still involves some social contact, and there is an insurance risk. Also, empty roads give a completely unrealistic guiding experience for examining.

Institute of Tourist Guiding

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