



Postponement of examinations – Covid-19 (Coronavirus)

Second Question and Answer (FAQ) document 30th 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.

We aim to keep you informed with regular updates about your rescheduled examinations and associated issues. As before, we are discussing all the implications with your Chief Examiner and Course Directors.

We will continue 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.

The situation continues to change frequently, so we may have to modify answers and intentions in line with new circumstances.

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

This FAQ follows on from the first one issued on 23rd March 2020. We are now able to answer some questions more specifically, and other questions have arisen. The answers to questions 1 to 11 were in the first FAQ.

One has been modified here:

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

A3 update We have reviewed this. Candidates who have already paid will be able to reclaim the money for all the examinations that they have not yet taken. New invoices will be sent when examinations are rescheduled. You should have been contacted by the Institute office asking if you wish to be repaid. Please follow the instructions given there.

New questions:

Q12 My student badge expires in June 2020. Will I be issued with a new one?

A12 Yes, we will organise either an extension to the validity date or a new card. More information on this will be provided nearer the time.

Q13 Please could you schedule specific dates now for the postponed examinations, even if they have to be changed again?

A13 We are starting to look at specific dates, but this is still a rapidly changing situation. We will give you specific dates as soon as we can. **North East England candidates please see a slightly revised timetable in the table below.**

Q14 If the examinations are delayed by a considerable length of time, could we have refresher days/lectures, and would there be a cost?

A14 This would be a matter for your Course Directors. They will already be working up their own revised programmes to give you the best training and support towards your examinations.

Q15 If the rescheduled examinations are dates when we already have prior commitments, could we miss them and not be penalised?

A15 We are looking at ways to make sure that you are not penalised by situations outside your control.

Revised schedule of examinations

Examination	Scheduled date	Proposed month (subject to confirmation)
<u>London Blue Badge</u>		
Practical examination - National Gallery	30 th March to 1 st April 2020	September 2020
Practical examination - walk	1 st to 4 th April 2020	September 2020
Written paper module 1 (Background Knowledge)	7 th 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 th March to 4 th April 2020	November 2020
Written paper module 1 (Background Knowledge)	7 th April 2020	October 2020
Written papers modules 2 and 3	9 th April 2020	October/November 2020 (note this is a change from the previous FAQ)
<u>Heart of England Blue Badge</u>		

Written paper module 1 (Background Knowledge) resit	7 th April 2020	October 2020
Written papers 2 and 3 resits	20 th July 2020	Possibly remain 20 th 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

Institute of Tourist Guiding

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