



Postponement of examinations – Covid-19 (Coronavirus)

Third Question and Answer (FAQ) document 12th May 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. Previous updates were issued on 23rd March and 30th March. We recently indicated to your Course Directors that another update would be issued after the Prime Minister's statement on 10th May.

The national picture

The Prime Minister made cautious relaxations of the restrictions that are in place. Whilst reiterating that further measures would be introduced if a second spike of the virus seemed likely, he did indicate that further relaxations could start from June and July if all went well.

The Institute has carefully considered our previous decision to postpone examinations, and whether there are different ways of carrying them out. We have concluded that the best solution remains to carry out those postponed examinations to the revised schedule, previously stated and repeated below, if that is feasible.

Practical examinations

We have reviewed suggestions about holding practical examinations online or on social media, and to hold coach and walking examinations sooner whilst maintaining social distancing.

However, Tourist Guiding is a people-facing profession. The practical examinations give the clearest indication of a candidate's ability to manage a group and to give visitors an enjoyable and memorable experience. The best way to do that is still to hold practical examinations, in circumstances that are as true-to-life as possible. That is just not feasible at present.

We have also looked at whether we can consider evidence from coursework or mock tests. We have concluded that, at present, it is still the best option for all candidates to follow the Institute's standard examinations as soon as they are available.

Written examinations

We have reviewed suggestions about carrying out written examinations at home, under various means of supervision. However, we have been advised that some people do not have the opportunity to do so, either because they use a library to access the internet or their home situation is such that they could not create suitable exam conditions due to family or space constraints.

The written examinations for any course all need to take place at the same time. Therefore, we have concluded that it is not feasible to hold them until suitable public facilities have reopened.

As with the practical examinations we have also looked at whether we can consider evidence from coursework or mock tests. We have concluded that, at present, it is still the best option for all candidates to follow the Institute's standard examinations as soon as they are available.

Other comments

We know that many of you are concerned about the postponement of examinations. We have seen comments such as "frustrating", "knowledge and skills will be lost", "very stressed", "upset about the uncertainty", "disappointment and frustration".

We do understand. All existing guides have lost all their work at present and the whole industry has many issues of concern, so you are not alone. The main guiding organisations are working together to lobby nationally for the needs of guides and the tourist industry. There is no work at present and it is likely to return only slowly in the foreseeable future.

Previous groups of guides who have qualified have said that they never had enough time to do justice to the syllabus during the course. This enforced delay does give you the opportunity to research and learn much more thoroughly. We hope you can take this one-off opportunity and use it to your best advantage.

This is an unprecedented situation. 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.

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

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
<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 20th 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

office@itg.org.uk

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