November 2020

EXAMINATIONS HANDBOOK
Standard Operating Procedure 22
Compilers' Markers' and Moderators' Instruction Pack

Amendments and date of issue

Amendments to this Standard Operating Procedure (SOP) can be authorised only by the Chair of the Qualifications Board in consultation with that Board and the Examinations Committee.

This issue is 2020 version 1 and is dated November 2020.

Register of amendments

Version	Brief description of Amendment	Amendment	Date approved
2020.1	New handbook		23/11/2020

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Compilers', Markers' and Moderators' Instruction Pack

Institute of Tourist Guiding examinations requirements

The Institute's examinations at Blue, Green and White require candidates to sit one or more written papers. The requirements for each level are set out in the Examinations Handbook.

For each written paper, the Chief Examiner will nominate a Compiler. For Blue Badge papers, excluding Background Knowledge, the Chief Examiner will also nominate a Moderator. The Chief Examiner will be the Moderator for Green and White Badge papers and second moderator for Blue Badge papers. Nominations for Compilers and Moderators will be reviewed and approved by the Examinations Committee.

For the Background Knowledge (BK) paper, the Chief Examiner (London) will nominate a Compiler and two Moderators in consultation with the Chief Examiners of other Blue Badge courses that will be sitting the paper. Where possible, the Compiler and Moderators will include at least one London Blue Badge Guide and at least one non-London Blue Badge Guide. Nominations for Compiler and Moderators will be reviewed and approved by the Examinations Committee.

For all papers, wherever possible the Compiler will also be the Marker, thus achieving consistency between compiling and marking the papers.

The Moderator(s) will review the Compiler's work and make suggestions or add or change questions in discussion and consultation with the Compiler. They will also review the marking. The Chief Examiner has the final say.

The Compiler/Marker, the Moderator(s) and the Chief Examiner must work as a team to deliver the written examinations.

Requirements of Compiler, Marker and Moderators

The Institute maintains a list of approved Compilers. Some may not be Institute-qualified guides but may be local experts. The Chief Examiner must select an appropriate Compiler from the Institute's list. The Marker and Moderator(s) should also ideally but not essentially also be on the Institute's Compilers' list.

The Compiler, Marker and the Moderator(s) must:
- be independent of the Course Director and Tutors
- be familiar with examination procedures
- be familiar with the structure and format of the Institute's examinations
- adhere to the Institute's timetables for written examinations

- be familiar with, and follow, the reporting structure for examinations, always report through their Chief Examiner
- be familiar with re-sit requirements
- be aware of the Institute's appeals process, and always work on the presumption that papers will be reviewed.
- understand and observe confidentiality requirements.
- Use the most up to date version of the Examinations Handbook and Standard Operating Procedures.

Responsibilities of the Compiler

All Compilers need the following qualities:
- be organised, thorough and meticulous
- have the ability to pay attention to detail
- have the ability to be succinct and unambiguous
- have good timekeeping skills and ability to meet deadlines
- be objective and consistent

The Compiler must:
- be familiar with question approval and validation processes (i.e. subject matter, layout and formatting.)
- be aware of the objectives of the paper/s.
- ensure questions are fair to all students, including those whose first language is not English.
- for short questions, provide a copy of the question paper that gives the expected and acceptable answers. Correct and acceptable answers must be clearly stated and what would be an acceptable half mark.
- for longer questions, create sample/model answers for each question and give Candidates the opportunity to answer in depth.
- set questions using the course syllabus.

The Compiler must ensure that all questions relate directly to the syllabus and that the syllabus is fairly covered in the paper. Past papers may be referred to. Except for the Background Knowledge examination, the Compiler may also refer to course handouts, sample questions and aides-memoires supplied by the Course Directors.

The Compiler must submit the draft question paper to the Moderator(s) not later than **FOUR** weeks before the date of the examination, accompanied by the correct, acceptable or model answers and their proposed marking scheme.

Responsibilities of the Marker

The Marker must:
- be aware that all short answer questions carry equal weight, one mark each. A correct answer will attract one mark; a partially correct answer might attract half a mark. Half a mark would also be awarded for the correct answer to each part of a two-part question.
- follow the Institute's policy of positive marking. This means that appropriate marks should be given for correct information, but not be deducted for wrong information.
- mark clearly in accordance with up-to-date Institute procedures. This may be as a mark on the examination script or on a template provided.
- mark long answers as a proportion of the total number of questions to be attempted. For example, if four long questions are to be attempted, each question will be marked out of 25.
- Mark each question accurately on its merits. Markers must not attempt to "find" extra marks to engineer a pass.

Responsibilities of the Moderator(s)

The Moderator(s) must:
- ensure the question paper is of an appropriate standard.
- ensure the paper is an appropriate means of testing whether candidates have achieved the stated aims and outcomes of the syllabus.
- ensure the paper reflects the whole of the syllabus, geographically and thematically
- Ensures that some Candidates will not be at an advantage, other than by virtue of their ability and commitment.

The Moderator(s) must check for:
- balance
- consistency
- accuracy
- difficulty
- ambiguity
- clarity
- correct length of paper

The Moderator(s) may, in discussion and consultation with the Compiler, suggest changes to wording, substitute alternative questions and, where changes to long answer questions are involved, suggest alternative marking schemes.

After the paper has been marked the Moderator(s) will scrutinise a sample of scripts. These must include all papers marked "fail", together with any borderline scripts. The Moderator/s may also review the two highest and two lowest marked scripts, and any others considered appropriate. The moderators may also have sight of other papers for this purpose.

If it is clear from the answers that a question was ambiguously worded the question can be disregarded and removed from the available total marks, or, if appropriate, the "correct" answer is modified to include an unintended alternative answer.

In considering whether to discount a question two criteria may be used:
   a) is the question on the syllabus? If it is not, this should have been picked up at compilation stage but can nevertheless still be discounted here.
   b) did all the candidates get the question wrong? In which case if it is on the syllabus it should not be discounted.

The Moderator(s) must make a written record of any changes made to the marking of any paper.

Further guidance notes for Compilers and Moderators

1. The compiler **MUST** ensure that questions on the paper are submitted to the Examinations Officer in the correct format. This will be provided to the Compiler on appointment. Answers, which will have been verified by the Compiler, must be submitted with the question paper.

2. Currently these are the formats of the various examination papers. However, the papers must be compiled and marked in accordance with the Institute's policies at the time.

   a) Blue Badge and Green Badge examination papers (excluding the Background Knowledge examination) will comprise both short-answer questions and long answer questions in note form or as bullet points.
   b) The Background Knowledge examination will comprise short-answer questions. No long answer questions will be set.
   c) The White Badge examination paper will comprise short-answer questions. No long answer questions will be set.

3. Written papers should examine and test Candidates' knowledge of:

   a) region-wide issues, such as history, landscape and agriculture, literature, historical and contemporary figures, economy and commerce, as well as
   b) specific individual sites from across the whole region or area under examination, museums, galleries, churches, other religious sites, towns, villages, gardens.

Short answer questions

4. Short answer questions must aim to test Candidates' in-depth knowledge of key sites, including those which are subject of practical examinations.

5. These must be questions to which one word, a short phrase or, at most, a single sentence is sufficient answer.

6. The questions should be clear and unambiguous. Any complicated or technical terms will appear in the question, not be required in the answer.

7. The Chief Examiner will have agreed with the Course Director how questions are to be grouped in papers 2 and 3, e.g. by county, geographic area or syllabus category, or randomly. The agreed format must be followed.

8. Some of the questions may be divided into two parts ((a) and (b)) but the paper must not contain more than 10% of questions of this type. Questions must never be divided into three or more parts. Questions must not be linked to one another but should be independent.

9. There must be no multiple-choice questions nor any "yes/no" questions.

10. One mark is given for each correct answer. Half a mark may be given for a partially correct answer. A correct answer will attract one mark; a partially correct answer might attract half a mark. Half a mark would also be awarded for the correct answer to each part of a two-part question.

11. The Compiler must be careful (for the sake of the Marker) to limit the number of answers possible. For example "Name two of the works of a writer"; if the writer has written 25 books all titles would have to be given as possible answers and the Marker would need to be provided with a list of all these titles.

12. In the case of Paper One for Blue Badge examinations (Background Knowledge), the Compiler will ensure that the range of questions encompasses all countries of the United Kingdom and that subject headings are covered in the prescribed proportions. Maps, road signs, drawings of architectural features may be included, but pictures of personalities may not.

Long answer questions

13. Long answer topics should seek to elicit knowledge only of areas, sites and locations not covered by the practical examinations.

14. Answers must ideally be written in note form or as bullet points, although whole sentences will not be negatively marked. They must answer the question, and only the question, fully. Each answer will be marked out of a possible 25 marks.

15. Questions may require short notes on a selection of headings all related to one topic (e.g.

authors, churches, paintings).

16. Compilers must also include information on the points that would need to be included in an answer for it to score within the top range of the marking scheme.

Further guidance notes for Markers and Moderators

1. The pass mark will normally be 60% of the total available marks. Where questions are disregarded by the Marker and Moderator(s), Candidates' percentages will be calculated by dividing the number of marks awarded by the total number of questions then remaining.

2. The Marker must bear in mind that in examination conditions it is unlikely that any answer will be 'perfect'. By using the word "significant" we can distinguish between fundamental facts or information, which we would expect every guide to have, and minor supporting points. Although the answers may be only in note or bullet point form the best Candidates will indicate some structure in their answers.

3. A positive marking system must always be used. No marks are to be deducted for errors or omissions, and no penalties should be applied for grammatical or spelling errors.

4. Comments must not be written on the examination script. If necessary, comments should be written on a separate sheet.

5. Each long answer question is marked as a percentage of the total paper. For example, if four questions are to be attempted, each question will be marked out of 25. It is sometimes easier to mark an answer out of 25 then adjust the percentage if necessary.

6. The table below sets out the general marking scheme to be used for answers to all long answer questions. In addition, the Marker and Moderator(s) must follow the structure of the marking scheme of the model answer provided by the Compiler.

23-25. All relevant points and information covered. Candidates identify a comprehensive range of relevant information and indicate a strong structure for presenting the information. In the case of describing a walk or coach tour they indicate a logical order and relate information to sites.

19-22. Most relevant points and information covered. Candidates identify a range of relevant information and there is a good attempt at structuring the information. In the case of describing a walk or coach tour there is a good attempt to indicate a logical order and relate information to sites.

15-18. An adequate number of points and information covered. Candidates still identify a good range of information but perhaps less than for bands 1 & 2. There is a limited attempt to indicate a structure. In the case of a walk or coach tour, there is some attempt to indicate a logical order and relate information to sites/sights, but this may contain some errors, - for example sites in wrong order, sites omitted, information attributed to inappropriate sites.

9-14. Insufficient relevant points and information covered. There is a limited range of information containing some inaccuracies and/or irrelevancies and little attempt at structure. In the case of describing a walk or coach tour, there is little attempt to indicate a logical order or relate information to sites/sights. The order may be partly inaccurate with sites/sights omitted or information attributed inappropriately.

4-8. Few relevant points and information covered. The information is limited and there is no real attempt at structure. In the case of describing a walk or coach tour, there is no attempt to indicate a logical order or relate information to sites/sights.

0-3. An entirely limited answer. Candidates fail to understand the question and demonstrate little knowledge or understanding of the issues.