

November 2020



EXAMINATIONS HANDBOOK

Standard Operating Procedure 23

Project Markers' 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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Project Markers' Instruction Pack

What is the Tour Planning Project?

Candidates for Blue Badge will be assessed on their ability to plan a full day's tour within the region or area under examination, for a group of people of the Candidate's nationality, of mixed ages and including a wheelchair user with a carer. For Blue Badge it will comprise three elements: a guided walk, a visit to a site and a coach tour.

Candidates for Green Badge will be assessed on their ability to plan a half day tour within the region or area under examination, for a group of people of the Candidate's nationality, of mixed ages and including a wheelchair user with a carer. For Green Badge it will comprise two elements: a guided walk and a visit to a site.

Candidates for both Blue Badge and Green Badge will be given a choice of **THREE** project themes by the Course Director from which they will choose one. Themes will have been agreed with the Chief Examiner in advance.

The projects will be marked by a Marker nominated by the Chief Examiner and agreed by the Examinations Committee. Projects will be assessed as either a 'Pass' or 'Fail' and will be moderated by the Chief Examiner.

The Project Marker will be independent of all Course Directors and any Tutors involved in the accredited training programme whose students will be Candidates for the project.

Sample tour planning project brief for Blue Badge Candidates

Scenario

You have been asked to prepare a tour for approximately 25 people of your nationality or first language group, of mixed ages and including a wheelchair user with a carer, who would like a full day tour to include a coach panoramic (Candidates can assume that the wheelchair user can access a standard coach), a visit to a major site and a walking tour as well as some time for shopping, comfort stops etc.

The guided walk will be in a part of a town, a city, in the countryside or any public area, usually where no admission is charged. It will not take place principally at an interior site.

The site visit will include a guided tour of the site. Where, exceptionally, it is not possible to conduct a guided tour throughout the entire visit, the project must:

- Make clear how the guide will prepare the group for that visit, relevant health and safety and comfort aspects, including where a reasonable adaptation has been made in respect of the person with a disability.
- Give a comprehensive introduction.
- Indicate details of the commentary to be given, in areas where it is possible to guide.
- Advise the arrangements for the end of the tour.

The theme of the day must be taken from **ONE** of the following (*these themes are given here by way of example and will change from year to year and course to course*):

- Gardens.
- Science and Industry.
- Literary figures.

The project should be no more than 3,000 words in length. Candidates will be penalised for exceeding the word limit. No leaflets or other publicity material produced by relevant sites should be included.

Projects will be assessed as either as a 'Pass' or 'Fail'. They will address all the points listed below and in doing so will demonstrate an understanding of the practical nature of guiding. Itineraries and timings will be achievable.

The selection of sites for the coach tour, the walk and the site will meet the criteria of the brief and demonstrate a coherent approach to the day. The commentary will be relevant, accurate and entertaining.

All projects are to be submitted to the Course Director **THREE** months after the date of receiving the title options.

Any late Projects will be an **automatic fail**.

Projects will not be returned, so Candidates are advised to keep a copy of their project.

Project elements and marking scheme

This section sets out the marking scheme for the Blue Badge Tour Planning Project. The scheme provides a detailed checklist for each element to be considered for the guidance of the Marker. It allows Candidates, with advice from their Course Directors or mentors, to tailor their projects appropriately against the allocated marks.

Marks are divided into sections called “itinerary”, “practical” and “commentary”. The project brief is intended to ensure Candidates can demonstrate their understanding of the complex issues in tour planning and all the considerations required to ensure a successful response to a brief. Thus, there are elements on health and safety, for example, and practical issues such as coach drop-off points and site rules.

The maximum word count for the project is 3,000 words, which means that Candidates should give bullet-pointed commentary with indications of subject matter, local story, general topic or specific visual priority, to show an awareness of the locations and relevance to any project theme. In the content of their project, they are not required to give the commentary itself.

The three main sections of the project are considered as follows

1. Itinerary - 34%

- Achievable route which fulfills brief and is practical for both coach and group
- Realistic timings with a balance of coach, site visit and free time/walking tour elements
- Maps annotated to show coach, site and walk routes, with accessibility noted

2. Practical - 36%

- Pre-tour arrangements and awareness of site rules/opening restrictions/costs
- Meeting points clearly indicated for every element of tour
- Opportunities for toilet stops, meals, refreshments and shopping
- Safety awareness on coach, site visit and walk, passenger numbers and arrangements for wheelchair access and safeguarding issues
- Contingency planning for bad weather, road or site closures or traffic delays

3. Commentary - 30%

- Coach tour bullet points along route, with introduction, awareness of visible sights and relevance to theme
- Walking tour bullet-points indicating stops, topics, positioning of group and relevance to theme
- Site tour bullet-points for stops, subjects, general orientation and indication of toilets/shop
- Overall relevance to theme, accuracy and enough variety to provide interest

This table shows how the section marks are divided. This will form the marking template for the project marker. The marker should decide, for each element at a time, the mark to be allocated, in graduations of half a percent, i.e. 0.5%, 1%, 1.5% 2%,

etc. These will be indicated on the mark sheet, together with the evidence and reasons for that mark. When added up they will give the total mark for the project. 60% or more is a PASS.

The column “marks per element” has some flexibility to vary marks within the sub-section if a Candidate has put particular emphasis on a particular element. Marks in each sub-section will not add up to more than the total shown for that sub-section.

Elements	Marks per element	Marks per sub-section	Marks per section
<u>Itinerary</u>			34%
Route:		14%	
• Fulfills brief	2%		
• Relevance to theme	2%		
• Varied mixture of topography/environment	2%		
• Logical order	2%		
• Coach accessible	2%		
• Provision for comfort breaks	2%		
• Availability of refreshment opportunities and free time	2%		
Timing:		12%	
• Realistic and achievable	2%		
• Comfortable length of coach tour	2%		
• Comfortable length of walk	2%		
• Appropriate length of site visit	2%		
• Enough free time	2%		
• Time for refreshments	2%		
Maps:		8%	
• Coach tour, route	2%		
• Walk, stops and group positioning	2%		
• Site, stops and group positioning	2%		
• Wheelchair accessibility indicated	2%		
<u>Practical</u>			36%
Pre-tour arrangements:		6%	
• Opening times	2%		
• Site rules	2%		
• Site charges and coach costs	2%		
Meeting points:		6%	

• Coach start and finish points	2%		
• Coach drop off/pick up for walk	2%		
• Coach drop off and pick up for site	2%		
Availability of facilities:		6%	
• Accessible toilet	2%		
• Refreshment availability	2%		
• Shopping opportunities with relevance to theme	2%		
Safety:		12%	
• Coach safety announcements and pax count	2%		
• Risk awareness for coach, walk and site	6%		
• Wheelchair access consideration	2%		
• Safeguarding awareness (if guiding school groups)	2%		
Contingency planning:		6%	
• Weather, eg rain	2%		
• Traffic delays	2%		
• Site closures	2%		
Commentary			30%
Coach:		8%	
• Introduction and overview of day	2%		
• Bullet points of route commentary	2%		
• Top Visual Priorities	2%		
• Relevance to theme	2%		
Walk:		8%	
• Main points covered at each stop	6%		
• Relevance to theme	2%		
Site:		8%	
• Introduction	2%		
• Orientation for free time	2%		
• Main points covered at each stop	4%		
Quality of overall commentaries:		6%	
• Accuracy	2%		
• Relevance	2%		

• Variety	2%		
	100%	100%	100%

Sample tour planning project brief for Green Badge Candidates

Scenario and instructions

You have been asked to prepare a half-day tour for approximately 15 people of your nationality or first language group, of mixed ages and including a wheelchair user with a carer, who are attending a conference in Canterbury. (In practice, the location specified will be within the area covered by the examination). You should plan to include a visit to a major site and a walking tour, together with time for refreshment and comfort stops.

The guided walk will be in a part of a town, a city, in the countryside or any public area, usually where no admission is charged. It will not take place principally at an interior site.

The site visit will include a guided tour of the site. Where, exceptionally, it is not possible to conduct a guided tour throughout the entire visit, the project must:

- Make clear how the guide will prepare the group for that visit, relevant health and safety and comfort aspects, including where a reasonable adaptation has been made in respect of the person with a disability.
- Give a comprehensive introduction.
- Indicate details of the commentary to be given, in areas where it is possible to guide.
- Advise the arrangements for the end of the tour.

The theme of the tour must be taken from **ONE** of the following (*these themes are given here by way of example and will change from year to year and course to course*):

- Architecture.
- Famous personalities.
- The development of Christianity.

The Project should be no more than 1,500 words and Candidates will be penalised for exceeding this length. No leaflets or other publicity material produced by relevant sites should be included.

Projects will be assessed as either as a 'Pass' or a 'Fail'. They will address all the points listed below and in doing so will demonstrate an understanding of the practical nature of guiding. Itineraries and timings will be achievable.

The selection of the site and the route for the walking tour will meet the criteria of the brief and demonstrate a coherent approach to the day. The commentary will be relevant, accurate and entertaining.

All projects are to be submitted to the Course Director **TWO** months after the date of receiving the title options. Any late projects will be an **automatic fail**.

Projects will not be returned, so Candidates are advised to keep a copy of their project.

Project elements and marking scheme

This document sets out the marking scheme for the Green Badge Tour Planning Project. The scheme provides a detailed checklist for each element to be considered for the guidance of the marker. It allows candidates, with advice from their course directors or mentors, to tailor their projects appropriately against the allocated marks.

Marks are divided into sections called “itinerary”, “practical” and “commentary”. The project brief is intended to ensure students can demonstrate their understanding of the complex issue in tour planning and all the considerations required to ensure a successful response to a brief. Thus, there are elements on health and safety, for example, and practical issues such as site rules.

The maximum word count for the project is 1,500 words, which means that students should give bullet-pointed commentary with indications of subject matter, local story, general topic or specific visual priority, to show an awareness of the locations and relevance to any project theme. In the content of their project, they are not required to give the commentary itself.

The three main sections of the project are considered as follows:

1. Itinerary - 34%

- Achievable route which fulfills brief and is practical for the group
- Realistic timings with a balance of site visit, walking tour and free time
- Map annotated to show walk route, showing stops and group positioning, with accessibility noted

2. Practical - 36%

- Pre-tour arrangements and awareness of site rules/opening restrictions/costs
- Meeting points clearly indicated for every element of tour
- Opportunities for toilet stops, meals, refreshments and shopping
- Safety awareness on walk and site visit, group numbers and arrangements for wheelchair access and safeguarding issues.
- Contingency planning for bad weather or site closures

3. Commentary - 30%

- Walking tour bullet-points indicating stops, topics, positioning of group and relevance to theme
- Site tour bullet-points for stops, subjects, general orientation and indication of toilets/shop
- Overall relevance to theme, accuracy and sufficient variety to provide interest

This table shows how the section marks are divided. This will form the marking template for the Project Marker. The marker should decide, for each element at a time, the mark to be allocated, in graduations of half a percent, i.e. 0.5%, 1%, 1.5% 2%, etc. These will be indicated on the mark sheet, together with the evidence and reasons

for that mark. When added up they will give the total mark for the project. 60% or more is a PASS.

The column “marks per element” has some flexibility to vary marks within the sub-section if a Candidate has put particular emphasis on a particular element. Marks in each sub-section will not add up to more than the total shown for that sub-section.

	Marks per element	Marks per sub-section	Marks per section
<u>Itinerary</u>			34%
Route:		18%	
• Fulfills brief	3%		
• Relevance to theme	3%		
• Variety of ‘sights’	3%		
• Logical order	3%		
• Availability of refreshment and shopping opportunities	3%		
• Provision for comfort breaks	3%		
Timing:		10%	
• Realistic and achievable	2%		
• Comfortable length of walk	2%		
• Appropriate length of site visit	2%		
• Time for refreshments	2%		
• Sufficient free time	2%		
Map:		6%	
• Route	2%		
• Stops and group positioning	2%		
• Wheelchair accessibility indicated	2%		
<u>Practical</u>			36%
Pre-tour arrangements:		6%	
• Opening times	2%		
• Site rules	2%		
• Site charges	2%		
Meeting points:		6%	
• Walk start and finish points	2%		

• Arrangements for meeting after free time	2%		
• Start and finish arrangements for site	2%		
Availability of facilities:		6%	
• Accessible toilet	2%		
• Refreshment availability	2%		
• Shopping opportunities with relevance to theme	2%		
Safety:		14%	
• Safety announcements and pax count	2%		
• Risk awareness for walk and site	4%		
• Wheelchair access consideration	6%		
• Safeguarding awareness (for schools)	2%		
Contingency planning:		4%	
• Weather, eg rain	2%		
• Site closure	2%		
Commentary			30%
Walk:		12%	
• Introduction to tour	3%		
• Main points covered at each stop	6%		
• Relevance to theme	3%		
Site:		12%	
• Introduction	3%		
• Orientation for free time	3%		
• Main points covered at each stop	6%		
Quality of overall commentaries:		6%	
• Accuracy	2%		

• Relevance	2%		
• Variety	2%		
	100%	100%	100%