November 2020

EXAMINATIONS HANDBOOK
Standard Operating Procedure 02
Administration of examinations

Amendments and date of issue

Amendments to this handbook 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 Examinations Handbook amendments

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

Institute of Tourist Guiding
Unit 209
Coppergate House
10 Whites Row
London E1 7NF

Tel: 020 7680 7146
Email: office@itg.org.uk

Website: www.itg.org.uk

© Institute of Tourist Guiding 2020

Section 1: Contents and introduction

Contents

Section 1: Contents and introduction **2**
Contents 2
Introduction 3

Section 2: Blue Badge examinations **3**
Accreditation 3
Appointment of Chief Examiner 3
Arrangements 4
Written examinations 5
Practical examinations 8
Results 9
Resit examinations 9

Section 3: Green Badge examinations **11**
Accreditation 11
Appointment of Chief Examiner 11
Arrangements 12
Written examinations 13
Practical examinations 15
Results 16
Resit examinations 16

Section 4: White Badge examinations **17**
Accreditation 17
Appointment of Chief Examiner 17
Arrangements 18
Written examination 19
Practical examination 20
Results 21
Resit examinations 21

Introduction

1.1 This document sets out all the administrative processes necessary for the delivery of Institute examinations. It mainly covers the responsibilities of the Examinations Officer, the Chief Examiner, and the Course Directors for each course.

1.2 Information directly affecting Candidates appears in the main pages of the Examinations Handbook but can be cross-referred here.

Section 2: Blue Badge examinations

Accreditation

2.1 Prior to the accreditation of a course or the running of a course which is under an existing accreditation the Chair of the Accreditation Committee will liaise with the Examinations Committee.

2.2 In the case of a proposed new course it is expected that **EIGHT** weeks' notice will be given to the Examinations Committee. For a reaccreditation **SIX** weeks' notice must be given.

2.3 The Examinations Committee will check the proposed examination dates to ensure that there are sufficient Examiners and Compilers in the region covered by the course to be able to examine the course.

2.4 The Examinations Committee may also make comments on the proposed geographical extent of the course, the proposed examination locations, and the proposed course syllabus.

Appointment of Chief Examiner

2.5 After each Blue Badge training programme has been accredited by the Institute, an advertisement for the post of Chief Examiner will be placed in the Institute's communication to members and other suitable publications.

2.6 The Chief Examiner will have wide experience of examining, be a working Blue Badge Guide, be a full member of the Institute, and be independent of both the accredited training programme and the Candidates. He or she will have completed an Institute Examiners' course, be listed on the Institute's register of accredited Examiners and will, where possible, be qualified for the region being assessed. Ideally, he or she will also have completed an Institute Compilers' course and have recent examining experience. A Chief Examiner must also possess highly developed report writing and facilitation skills.

2.7 Members who wish to be considered for the post of Chief Examiner will be asked to submit an application form provided by the Examinations Officer. These will be assessed by the Examinations Committee, who will make a recommendation to the Qualifications Board who in turn will appoint the Chief Examiner.

2.8 On appointment, the Chief Examiner will receive from the Examinations Officer a copy of the syllabus for the course to which they have been appointed, and a Chief Examiner's Instruction Pack (SOP21).

2.9 The Chief Examiner together with the Examinations Officer will be responsible for all examination arrangements and will advise on all examination procedures.

2.10 The duties and responsibilities of the Chief Examiner are set out in the Chief Examiner's Instruction Pack (SOP 21). There are slightly different duties and responsibilities for the Chief Examiner (London) which are set out in the same SOP.

Arrangements

2.11 At the start of the accredited training programme the Course Director will supply a full list of enrolled students together with a copy of the syllabus to the Examinations Officer and will also advise the Examinations Officer of any changes.

2.12 The Examinations Officer will provide details of examination procedures and arrangements to the Course Director, together with the name and contact details of the appointed Chief Examiner.

2.13 The Chief Examiner will agree with the Course Director, in consultation with the Examinations Officer, the dates and time of all examinations.

2.14 The Course Director will agree with the Chief Examiner the specific sites and walking routes, with stopping points, instructions, and any scope of each stop for presentations, to be covered in the examinations. This information may be disclosed to the students at such times as the Course Director sees fit, but no later than **THREE** months before the examinations.

2.15 The Chief Examiner will notify the Examinations Officer when to send out the dates of the examinations. This will be done at the earliest possible opportunity and at least **NINE** weeks before the first examination.

2.16 For examinations outside London, the Course Director will also agree with the Chief Examiner the coach route or routes to be covered. This information may be disclosed to the Candidates no earlier than **SIX** weeks before the date of the examinations. For the London examination, Candidates will not be informed in advance of the coach route or routes to be covered.

2.17 The Examinations Officer will organise the administration of examination fees and will advise the Chief Examiner and Invigilator if any Candidate needs to be excluded from any examination.

2.18 One week after registration is complete the Course Director will confirm the following information to the Examinations Officer:

- The names and addresses of Candidates entered for the examination (the names must be in the form required to be printed on their certificates if they are successful).
- The Examinations Officer will check whether there is an accredited guide with the same or very similar name. That being the case Candidates will be asked to choose another name, which they must use in their professional capacity as tourist guides.
- Special needs of Candidates, if any. (See Equal Opportunities and Special Needs

SOP 05).
- Details of Candidates' first language.

2.19 By the third week following the Course Director supplying all the above information, the Examinations Officer will issue, via the Course Director, Institute student photo cards to Candidates.

2.20 At least **THREE** months before the first examination the Course Director will confirm to the Examinations Officer the suggested examinations groups for the practical examinations.

2.21 The Examinations Officer will allocate unique Candidate numbers to all Candidates and inform both the Chief Examiner and the Course Director of these.

2.22 At least **TEN** weeks before the examinations, the Course Director will provide to the Examinations Officer sample questions submitted by Tutors, other training programme material such as handouts and aides-memoires from Tutors and lecturers, and details of coach training and walking tour training routes.

2.23 The Chief Examiner will at the same time confirm the names of the Candidates of each examination group.

Written examinations

COMPILATION OF EXAMINATION 1:

An unseen written examination taken under test conditions from the syllabus for the whole of the British Islands, called Background Knowledge or BK.

2.24 The examination will be written by a Compiler appointed by the Examinations Committee on the recommendation of the Chief Examiner (London) in consultation with the Chief Examiners of other regions that will be sitting the paper. It will be moderated and approved by **TWO** Moderators, appointed by the Examinations Committee on the recommendation of the Chief Examiner (London) in consultation with the Chief Examiners of other regions 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.

2.25 The Compiler and Moderators will be independent of all Course Directors and any Tutors involved in any Blue Badge accredited training programme running at the time whose students will be Candidates for the examination.

2.26 The Compiler must be on the Institute's list of accredited Compilers. Whenever possible, the Compiler will have had previous experience of compiling other papers, either for the Institute or for other examining bodies, and might also have had moderating experience. Wherever possible the Moderators will have had previous experience of compiling or moderating other papers.

2.27 The Compiler will be appointed for one examination only in the first instance but may be reappointed for a further two examinations in the same examination cycle.

2.28 On appointment, the Compiler and Moderators will be sent the Compilers, Markers and Moderators Instruction Pack (SOP 22) and the Background Knowledge Paper Content and Question Categories (SOP 41).

2.29 The Compiler will be responsible for liaising with the Moderators. A final version of the paper and model answers will be agreed between the Compiler and the Moderators at least **FOUR** weeks before the date of the examination. The Moderators will send the final paper and model answers to the Examinations Officer at least **FOUR** weeks before the date of the examination. This process will be overseen by the Chief Examiner (London).

2.30 On the next working day following the day of the examination, the Examinations Officer will email a copy of the examination paper (without answers) to each Course Director.

COMPILATION OF EXAMINATIONS 2 AND 3:

Two unseen written examinations taken under test conditions from the syllabus of the region being studied.

2.31 The papers will be written by Compiler(s) nominated by the Chief Examiner and appointed by the Examinations Committee. It will be moderated and approved by the Chief Examiner and one other Moderator, appointed by the Examinations Committee on the recommendation of the Chief Examiner.

2.32 The Compiler and Moderators will be independent of all Course Directors and any Tutors involved in the Blue Badge accredited training programme whose students will be Candidates for the examinations.

2.33 The Compiler will normally be a local expert and need not necessarily be a tourist guide but must be on the Institute's list of accredited Compilers.

2.34 The Compiler will be appointed for one examination only in the first instance but may be reappointed for a further two examinations in the same examination cycle.

2.35 On appointment, the Compiler, Moderators and Chief Examiner will be sent the Compilers, Markers and Moderators Instruction Pack (SOP 22).

2.36 At least **SEVEN** weeks before the examinations the Course Director will provide to the Examinations Officer sample questions submitted by Tutors, and other training programme material such as handouts and aides-memoires from Tutors and lecturers.

2.37 **SIX** weeks before the examinations, the Examinations Officer will provide the Compiler with:

- A copy of the syllabus.
- Sample questions submitted by Tutors and other training programme material (such as handouts and aides-memoires) provided by the Course Director.

- Routes taken on coach training practical sessions, and walking tour routes, provided by the Course Director.
- Past examination papers, if available.

2.38 The Compiler will be responsible for liaising with the Chief Examiner and the other Moderator. A final version of the paper and model answers will be agreed between the Compiler, the Chief Examiner, and the other Moderator at least **TWO** weeks before the date of the examination.

2.39 The Chief Examiner will send the final paper and model answers to the Examinations Officer at least **TWO** weeks before the date of the examination.

2.40 On the next working day following the day of each examination, the Examinations Officer will email a copy of the examination paper (without answers) to the Course Director.

CONDUCT OF EXAMINATIONS 1, 2 AND 3:

2.41 The Examinations Officer will appoint two independent Invigilators for each agreed examination centre. One of the Invigilators will be the designated 'lead' Invigilator.

2.42 The Examinations Officer will provide sufficient copies of the papers to the Lead Invigilator for each examination centre at least **TWO** days before the date of the examination, together with a full list of Candidates, their unique Candidate numbers, and the names of those Candidates entitled to 25% extra time. The reporting forms for the Invigilators will also be in the pack.

2.43 Immediately after the examination, the Lead Invigilator will send the completed papers, by special delivery in the envelope provided, to the Marker for marking, together with a report of any physical or other problems encountered during the examination and a list of any Candidates who failed to attend.

2.44 Full instructions for the Invigilators are given in the Invigilators' Instructions Pack (SOP25).

MARKING OF EXAMINATIONS 1, 2 AND 3:

2.45 The papers will normally be marked by the respective Compiler and moderated by the respective Moderators.

2.46 After marking, the Marker will liaise with the Moderators and the Chief Examiner if this is a separate person. The Marker will give the Moderators access to the papers and the marking within **TWO** weeks of the examination.

2.47 The Marker will also provide a written report to the Moderators including:

- the number of Candidates entered for the examination.
- the number of Candidates who sat the examination.

- the marks awarded for each Candidates.
- the number of successful Candidates and the number of Candidates who failed
- the marking scheme used, including model answers.
- the overall spread of marks.
- any problems with any question or questions.
- any reported physical or other problems encountered on the day of the examination.

2.48 The Moderators will scrutinise a sample of scripts, including all the papers marked as "Fail".

2.49 Full instructions about the marking and moderation process are given in the Compilers, Markers and Moderators Instruction Pack (SOP22).

EXAMINATION 4: A tour planning project.

2.50 The project 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.

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

2.52 Full instructions about the marking and moderation process are given in the Project Instruction Pack (SOP23).

Practical examinations

2.53 The practical examinations covering the walking route, the religious site and the gallery/museum (the site examinations), or the rural walk and combined examinations, must each be held wherever possible in one of the three or more centres included in the application for accreditation. Ideally, no two site examinations will take place in the same centre.

2.54 The Course Director will submit the specific sites and walking route, with instructions for the stopping points and any scope of each stop for presentations to be covered in the examinations, for approval by the Chief Examiner. The Course Director must ensure that there are sufficient stops for presentations and that the stops proposed afford sufficient and equal opportunities for the Candidates to demonstrate their knowledge and ability.

2.55 For each practical examination **TWO** Examiners will be nominated by the Chief Examiner and appointed by the Examinations Committee.

2.56 The Examiners will be selected from the register of accredited Examiners who are full members of the Institute. Where possible they will be qualified for the region being examined.

2.57 In the absence of a suitable locally qualified person, the Examinations Committee may appoint Examiners who are not qualified in the region they are examining, as long as at least one of the Examiners for each examination has local knowledge.

2.58 Full instructions about the practical examinations process are given in the Examiners in the Practical Examinations Instruction Pack (SOP24).

Results

2.59 The Chief Examiner will present the results of each set of examinations, in the form of a full report on all aspects of the examination, for ratification by the Qualifications Board.

2.60 The Qualifications Board will consider the report and, where the results are ratified, will notify the Board of Directors and the Examinations Officer accordingly. The Examinations Officer will make the arrangements to notify the Candidates.

2.61 The Examinations Officer will prepare certificates for all Candidates who have passed all the required examinations, which will be signed by or on behalf of the Chair of the Qualifications Board, and arrange for the manufacture of Blue Badges which will be presented to the successful Candidates.

2.62 The Examinations Officer will invite all the newly qualified guides to join the Institute as Full Members by sending information on the Institute and a direct debit mandate form. Paid membership will commence at the start of the following renewal year.

2.63 Unsuccessful Candidates in written examinations will receive feedback as soon as possible after the results of the examination are notified. The Chief Examiner will send appropriate information to the Course Director who will forward them to unsuccessful Candidates.

2.64 Unsuccessful Candidates in practical examinations will receive feedback as soon as possible after the results of the examination are notified. The Chief Examiner will send individual evaluation sheets to the Course Director who will forward them to unsuccessful Candidates.

Resit examinations

2.65 Resit examinations will follow the same format as primary examinations. Practical resit examinations will be held at the same locations as the primary examinations, apart from the London coach route which may differ.

2.66 An Examiner who has failed Candidates in a practical examination will not examine the same Candidates in the same location at the resit examination.

2.67 For practical resit examinations the Chief Examiner may act as one of the Examiners.

Section 3: Green Badge examinations

Accreditation

3.1 Prior to the accreditation of a course or the running of a course which is under an existing accreditation the Chair of the Accreditation Committee will liaise with the Examinations Committee.

3.2 In the case of a proposed new course it is expected that **EIGHT** weeks' notice will be given to the Examinations Committee. For a reaccreditation **SIX** weeks' notice must be given.

3.3 The Examinations Committee will check the proposed examination dates to ensure that there are sufficient Examiners and Compilers in the area covered by the course to be able to examine the course.

3.4 The Examinations Committee may also make comments on the proposed geographical extent of the course, the proposed examination locations, and the proposed course syllabus.

Appointment of Chief Examiner

3.5 After each Green Badge training programme has been accredited by the Institute, an advertisement for the post of Chief Examiner will be placed in the Institute's communication to members and other suitable publications.

3.6 The Chief Examiner will have wide experience of examining, be a working Blue or Green Badge Guide, be a full or associate member of the Institute, and be independent of both the accredited training programme and the Candidates. He or she will have completed an Institute Examiners' course, be listed on the Institute's register of accredited Examiners and will, where possible, be qualified for the area being assessed. Ideally, he or she will also have completed an Institute Compilers' course and have recent examining experience. A Chief Examiner must also possess highly developed report writing and facilitation skills.

3.7 Members who wish to be considered for the post of Chief Examiner will be asked to submit an application form provided by the Examinations Officer. These will be assessed by the Examinations Committee, who will make a recommendation to the Qualifications Board who in turn will appoint the Chief Examiner.

3.8 On appointment, the Chief Examiner will receive from the Examinations Officer a copy of the syllabus for the course to which they have been appointed, and the Chief Examiner's Instruction Pack (SOP21).

3.9 The Chief Examiner together with the Examinations Officer will be responsible for all examination arrangements and will advise on all examination procedures.

3.10 The duties and responsibilities of the Chief Examiner are set out in the Chief Examiner's Instruction Pack (SOP21).

Arrangements

3.11 At the start of the accredited training programme the Course Director will supply a full list of enrolled students together with a copy of the syllabus to the Examinations Officer and will also advise the Examinations Officer of any changes.

3.12 The Examinations Officer will provide details of examination procedures and arrangements to the Course Director, together with the name and contact details of the appointed Chief Examiner.

3.13 The Chief Examiner will agree with the Course Director, in consultation with the Examinations Officer, the dates and time of all examinations.

3.14 The Course Director will agree with the Chief Examiner the specific sites and walking routes, with stopping points, instructions, and any scope of each stop for presentations, to be covered in the examinations. This information may be disclosed to the students at such times as the Course Director sees fit, but no later than **THREE** months before the examinations.

3.15 The Chief Examiner will notify the Examinations Officer when to send out the dates of the examinations. This will be done at the earliest possible opportunity and at least **NINE** weeks before the first examination.

3.16 The Examinations Officer will organise the administration of examination fees and advise the Chief Examiner and Invigilator if any Candidate needs to be excluded from any examination.

3.17 One week after registration is complete the Course Director will confirm the following information to the Examinations Officer:

- The names and addresses of Candidates entered for the examination (the names must be in the form required to be printed on their certificates if they are successful).
- The Examinations Officer will check whether there is an accredited guide with the same or very similar name. That being the case Candidates will be asked to choose another name, which they must use in their professional capacity as tourist guides.
- Special needs of Candidates, if any. (See Equal Opportunities and Special Needs SOP05).
- Details of Candidates' first language.

3.18 By the third week following the Course Director supplying all the above information, the Examinations Officer will issue, via the Course Director, Institute student photo cards to Candidates.

3.19 At least **THREE** months before the first examination the Course Director will confirm to the Examinations Officer the suggested examinations groups for the practical examinations.

3.20 The Examinations Officer will allocate unique Candidate numbers to all Candidates and inform both the Chief Examiner and the Course Director of these.

3.21 At least **TEN** weeks before the examinations, the Course Director will provide to the Examinations Officer sample questions submitted by Tutors, other training programme material such as handouts and aides-memoires from Tutors and lecturers, and details of coach training and walking tour training routes.

3.22 The Chief Examiner will at the same time confirm the names of the Candidates of each examination group.

Written examinations

COMPILATION OF EXAMINATION 1:

An unseen written examination taken under test conditions from the syllabus of the area being studied.

3.23 The paper will be written by Compiler nominated by the Chief Examiner and appointed by the Examinations Committee. It will be moderated and approved by the Chief Examiner.

3.24 The Compiler and Chief Examiner will be independent of all Course Directors and any Tutors involved in the Green Badge accredited training programme whose students will be Candidates for the examinations.

3.25 The Compiler will normally be a local expert and need not necessarily be a tourist guide but must be on the Institute's list of accredited Compilers.

3.26 The Compiler will be appointed for one examination only in the first instance but may be reappointed for a further two examinations in the same examination cycle.

3.27 On appointment, the Compiler and Chief Examiner will be sent the Compilers, Markers and Moderators Instruction Pack (SOP 22).

3.28 At least **SEVEN** weeks before the examinations the Course Director will provide to the Examinations Officer sample questions submitted by Tutors, and other training programme material such as handouts and aides-memoires from Tutors and lecturers.

3.29 **SIX** weeks before the examinations, the Examinations Officer will provide the Compiler with:

- A copy of the syllabus.
- Sample questions submitted by Tutors and other training programme material (such as handouts and aides-memoires) provided by the Course Director.

- Routes taken on practical training sessions, and walking tour routes, provided by the Course Director.
- Past examination papers, if available.

3.30 The Compiler will be responsible for liaising with the Chief Examiner. A final version of the paper and model answers will be agreed between the Compiler and the Chief Examiner at least **TWO** weeks before the date of the examination.

3.31 The Chief Examiner will send the final paper and model answers to the Examinations Officer at least **TWO** weeks before the date of the examination.

3.32 On the next working day following the day of each examination, the Examinations Officer will email a copy of the examination paper (without answers) to the Course Director.

CONDUCT OF EXAMINATION 1:

3.33 The Examinations Officer will appoint two independent Invigilators for each agreed examination centre. One of the Invigilators will be the designated 'lead' Invigilator.

3.34 The Examinations Officer will provide sufficient copies of the papers to the Lead Invigilator for each examination centre at least **TWO** days before the date of the examination, together with a full list of Candidates, their unique Candidate numbers, and the names of those Candidates entitled to 25% extra time. The reporting forms for the Invigilators will also be in the pack.

3.35 Immediately after the examination, the Lead Invigilator will send the completed papers, by special delivery in the envelope provided, to the Marker for marking, together with a report of any physical or other problems encountered during the examination and a list of any Candidates who failed to attend.

3.36 Full instructions for the Invigilators are given in the Invigilators' Instructions Pack (SOP25).

MARKING OF EXAMINATION 1:

3.37 The papers will normally be marked by the respective Compiler and moderated by the respective Moderator.

3.38 After marking, the Marker will liaise with the Chief Examiner. The Marker will give the Chief Examiner access to the papers and the marking within **TWO** weeks of the examination.

3.39 The Marker will also provide a written report to the Chief Examiner including:

- the number of Candidates entered for the examination.
- the number of Candidates who sat the examination.
- the marks awarded for each Candidates.

- the number of successful Candidates and the number of Candidates who failed
- the marking scheme used, including model answers.
- the overall spread of marks.
- any problems with any question or questions.
- any reported physical or other problems encountered on the day of the examination.

3.40 The Chief Examiner will scrutinise a sample of scripts, including all the papers marked as "Fail".

3.41 Full instructions about the marking and moderation process are given in the Compilers, Markers and Moderators Instruction Pack (SOP22).

EXAMINATION 2: A tour planning project.

3.42 The project 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.

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

3.44 Full instructions about the marking and moderation process are given in the Project Instruction Pack (SOP23).

Practical examinations

3.45 The Course Director will submit the specific sites and walking route, with instructions for the stopping points and any scope of each stop for presentations to be covered in the examinations, for approval by the Chief Examiner. The Course Director must ensure that there are sufficient stops for presentations and that the stops proposed afford sufficient and equal opportunities for the Candidates to demonstrate their knowledge and ability.

3.46 For each practical examination **TWO** Examiners will be nominated by the Chief Examiner and appointed by the Examinations Committee.

3.47 The Examiners will be selected from the register of accredited Examiners who are full members of the Institute. Where possible they will be qualified for the area being examined.

3.48 In the absence of a suitable locally qualified person, the Examinations Committee may appoint Examiners who are not qualified in the area they are examining, as long as at least one of the Examiners for each examination has local knowledge.

3.49 Full instructions about the practical examinations process are given in the Practical Examinations Instruction Pack (SOP24).

Results

3.50 The Chief Examiner will present the results of each set of examinations, in the form of a full report on all aspects of the examination, for ratification by the Qualifications Board.

3.51 The Qualifications Board will consider the report and, where the results are ratified, will notify the Board of Directors and the Examinations Officer accordingly. The Examinations Officer will make the arrangements to notify the Candidates.

3.52 The Examinations Officer will prepare certificates for all Candidates who have passed all the required examinations, which will be signed by or on behalf of the Chair of the Qualifications Board, and arrange for the manufacture of Green Badges which will be presented to the successful Candidates.

3.53 The Examinations Officer will invite all the newly qualified guides to join the Institute as Associate Members by sending information on the Institute and a direct debit mandate form. Paid membership will commence at the start of the following renewal year.

3.54 Unsuccessful Candidates in written examinations will receive feedback as soon as possible after the results of the examination are notified. The Chief Examiner will send appropriate information to the Course Director who will forward them to unsuccessful Candidates.

3.55 Unsuccessful Candidates in practical examinations will receive feedback as soon as possible after the results of the examination are notified. The Chief Examiner will send individual evaluation sheets to the Course Director who will forward them to unsuccessful Candidates.

Resit examinations

3.56 Resit examinations will follow the same format as primary examinations. Practical resit examinations will be held at the same locations as the primary examinations.

3.57 An Examiner who has failed Candidates in a practical examination will not examine the same Candidates in the same location at the resit examination.

3.58 For practical resit examinations the Chief Examiner may act as one of the Examiners.

Section 4: White Badge examinations

Accreditation

4.1 Prior to the accreditation of a course or the running of a course which is under an existing accreditation the Chair of the Accreditation Committee will liaise with the Examinations Committee.

4.2 In the case of a proposed new course it is expected that **EIGHT** weeks' notice will be given to the Examinations Committee. For a reaccreditation **SIX** weeks' notice must be given.

4.3 The Examinations Committee will check the proposed examination dates to ensure that there are sufficient Examiners and Compilers in the site covered by the course to be able to examine the course.

4.4 The Examinations Committee may also make comments on the proposed geographical extent of the course, the proposed examination locations, and the proposed course syllabus.

Appointment of Chief Examiner

4.5 After each White Badge training programme has been accredited by the Institute, an advertisement for the post of Chief Examiner will be placed in the Institute's communication to members and other suitable publications.

4.6 The Chief Examiner will have wide experience of examining, be a working Blue or Green Badge Guide, be a full or associate member of the Institute, and be independent of both the accredited training programme and the Candidates. He or she will have completed an Institute Examiners' course, be listed on the Institute's register of accredited Examiners and will, where possible, be qualified for the site being assessed. Ideally, he or she will also have completed an Institute Compilers' course and have recent examining experience. A Chief Examiner must also possess highly developed report writing and facilitation skills.

4.7 Members who wish to be considered for the post of Chief Examiner will be asked to submit an application form provided by the Examinations Officer. These will be assessed by the Examinations Committee, who will make a recommendation to the Qualifications Board who in turn will appoint the Chief Examiner.

4.8 On appointment, the Chief Examiner will receive from the Examinations Officer a copy of the syllabus for the course to which they have been appointed, and the Chief Examiner's Instruction Pack (SOP21).

4.9 The Chief Examiner together with the Examinations Officer will be responsible for all examination arrangements and will advise on all examination procedures.

4.10 The duties and responsibilities of the Chief Examiner are set out in the Chief Examiner's Instruction Pack (SOP24).

Arrangements

4.11 At the start of the accredited training programme the Course Director will supply a full list of enrolled students together with a copy of the syllabus to the Examinations Officer and will also advise the Examinations Officer of any changes.

4.12 The Examinations Officer will provide details of examination procedures and arrangements to the Course Director, together with the name and contact details of the appointed Chief Examiner.

4.13 The Chief Examiner will agree with the Course Director, in consultation with the Examinations Officer, the dates and time of all examinations. The final decision rests with the Institute.

4.14 The Course Director will agree with the Chief Examiner the stopping points for presentations within the site or on the walking route to be covered in the examination. The Course Director must ensure that there are sufficient stops for presentations and that the stops proposed afford sufficient and equal opportunities for the Candidates to demonstrate their knowledge and ability. This information must be given to the students in a timely manner.

4.15 The Examinations Officer will advise all Candidates of the full details for the examinations as soon as they are agreed.

4.16 The Chief Examiner will notify the Examinations Officer when to send out the dates of the examinations. This will be done at the earliest possible opportunity and at least **NINE** weeks before the first examination.

4.17 **ONE** week after registration is complete the Course Director will confirm the following information to the Examinations Officer:

- The names and addresses of Candidates entered for the examination (the names must be in the form required to be printed on their certificates if they are successful).
- The Examinations Officer will check whether there is an accredited guide with the same or very similar name. That being the case Candidates will be asked to choose another name, which they must use in their professional capacity as tourist guides.
- Special needs of Candidates, if any. (See Equal Opportunities and Special Needs SOP05).

4.18 The Course Director will confirm to the Examinations Officer the suggested examinations groups for the practical examinations.

4.19 The Examinations Officer will allocate unique Candidate numbers to all Candidates and inform both the Chief Examiner and the Course Director of these.

Written examination

COMPILATION OF EXAMINATION 1:

An unseen written examination taken under test conditions from the syllabus of the site being studied.

4.20 The papers will be written by a nominated Compiler. It will be moderated and approved by the Chief Examiner.

4.21 The Compiler and Chief Examiner will be independent of all Course Directors and any Tutors involved in the White Badge accredited training programme whose students will be Candidates for the examinations.

4.22 The Compiler will normally be a local expert and need not necessarily be a tourist guide.

4.23 On appointment, the Compiler and Chief Examiner will be sent the Compilers, Markers and Moderators Instruction Pack (SOP 22).

4.24 As soon as is practical the Course Director will provide to the Examinations Officer sample questions submitted by Tutors, and other training programme material such as handouts and aides-memoires from Tutors and lecturers. Delay in providing this information may result in the examinations being delayed.

4.25 As soon as it is received the Examinations Officer will provide the Compiler with:

- A copy of the syllabus.
- Sample questions submitted by Tutors and other training programme material (such as handouts and aides-memoires) provided by the Course Director.
- Past examination papers, if available.

4.26 The Compiler will be responsible for liaising with the Chief Examiner. A final version of the paper and model answers will be agreed between the Compiler and the Chief Examiner at least **TWO** weeks before the date of the examination.

4.27 The Chief Examiner will send the final paper and model answers to the Examinations Officer at least **TWO** weeks before the date of the examination.

4.28 On the next working day following the day of each examination, the Examinations Officer will email a copy of the examination paper (without answers) to the Course Director.

CONDUCT OF EXAMINATION 1:

4.29 The Examinations Officer will liaise with the Course Director and Chief Examiner to ensure Invigilators are appointed to oversee the written examination. The Institute's best practice recommendation is for two Invigilators to be appointed who are independent of the Course Director.

4.30 The Examinations Officer will provide sufficient copies of the papers to the Lead Invigilator for each examination centre at least **TWO** days before the date of the examination, together with a full list of Candidates, their unique Candidate numbers, and the names of those Candidates entitled to 25% extra time. The reporting forms for the Invigilators will also be in the pack.

4.31 Immediately after the examination, the Lead Invigilator will send the completed papers, by special delivery in the envelope provided, to the Marker for marking, together with a report of any physical or other problems encountered during the examination and a list of any Candidates who failed to attend.

4.32 Full instructions for the Invigilators are given in the Invigilators Instruction Pack (SOP25).

MARKING OF EXAMINATION 1:

4.33 The papers will normally be marked by the respective Compiler and moderated by the respective Chief Examiner.

4.34 After marking, the Marker will liaise with the Chief Examiner. The Marker will give the Chief Examiner access to the papers and the marking within **TWO** weeks of the examination.

4.35 The Marker will also provide a written report to the Chief Examiner including:

- the number of Candidates entered for the examination.
- the number of Candidates who sat the examination.
- the marks awarded for each Candidates.
- the number of successful Candidates and the number of Candidates who failed
- the marking scheme used, including model answers.
- the overall spread of marks.
- any problems with any question or questions.
- any reported physical or other problems encountered on the day of the examination.

4.36 The Chief Examiner will scrutinise a sample of scripts, including all the papers marked as "Fail".

4.37 Full instructions about the marking and moderation process are given in the Compilers, Markers and Moderators Instruction Pack (SOP22).

Practical examination

4.38 The Course Director will submit the specific sites and walking route, with instructions for the stopping points and any scope of each stop for presentations to be covered in the examinations, for approval by the Chief Examiner. The Course Director must ensure that there are sufficient stops for presentations and that the stops proposed afford sufficient and equal opportunities for the Candidates to demonstrate their knowledge and ability.

4.39 For the practical examination the Chief Examiner will be the Examiner.

4.40 A second Examiner may be invited by the Chief Examiner to examine as a local expert, for example an employee of the site where the examination is being held and where successful Candidates will be guiding. Such Examiners will not normally be paid. Their assessment of the Candidates may be taken into account in the Chief Examiner's report and recommendations to the Qualifications Board. This Examiner must, where possible, be independent of the Course Director.

Results

4.41 The Chief Examiner will present the results of each set of examinations, in the form of a full report on all aspects of the examination, for ratification by the Qualifications Board.

4.42 The Qualifications Board will consider the report and, where the results are ratified, will notify the Board of Directors and the Examinations Officer accordingly. The Examinations Officer will make the arrangements to notify the Candidates.

4.43 The Examinations Officer will prepare certificates for all Candidates who have passed all the required examinations, which will be signed by or on behalf of the Chair of the Qualifications Board, and arrange for the manufacture of White Badges which will be presented to the successful Candidates.

4.44 The Examinations Officer will invite all the newly qualified guides to join the Institute as Affiliate Members by sending information on the Institute and a direct debit mandate form. Paid membership will commence at the start of the following renewal year.

4.45 Unsuccessful Candidates in the written examination will receive feedback as soon as possible after the results of the examination are notified. The Chief Examiner will send appropriate information to the Course Director who will forward them to unsuccessful Candidates.

4.46 Unsuccessful Candidates in practical examination will receive feedback as soon as possible after the results of the examination are notified. The Chief Examiner will send individual evaluation sheets to the Course Director who will forward them to unsuccessful Candidates.

Resit examinations

4.47 Resit examinations will follow the same format as primary examinations. Practical resit examinations will be held at the same locations as the primary examinations.

4.48 An Examiner who has failed Candidates in a practical examination will not examine the same Candidates at the resit examination.

4.49 Resit examinations will take place only as determined by the Institute.