



EXAMINATIONS HANDBOOK

Standard Operating Procedure 64

Policy on advertising and appointing Chief Examiners, Examiners, Compilers and Moderators

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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Appointment of Chief Examiner

CRITERIA FOR THE APPOINTMENT OF CHIEF EXAMINER

Essential

- Member of the Institute of Tourist Guiding.
- Qualified as a Blue Badge Guide for Blue Badge training courses and qualified as a Blue Badge or a Green Badge for Green and White Badge training courses.
- Qualified in the region of examination or knowledge of the region.
- Qualified as an Institute Examiner.
- Experience as an Examiner in Blue or Green Badge examinations.
- Ability to use IT - Word, Excel, Email, PowerPoint (as a minimum).
- Ability to work within the guidance, templates and checklists supplied by the Examinations Officer.
- Good presentation and communication skills. • Ability to work under pressure and to deadlines.
- Available for the duration of the examination process.

Desirable

- Qualified as Institute Compiler.
- Experience of shadowing a Chief Examiner

After each 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.

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

For a Blue Badge training programme, the Chief Examiner will be a working Blue Badge Guide.

For Green and White Badge training programmes, the Chief Examiner can be either a working Blue Badge Guide or Green Badge Guide.

For all training programmes the Chief Examiner will have wide experience of examining 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 previously shadowed a Chief Examiner. A Chief Examiner must also possess highly developed report writing and facilitation skills.

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.

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 pack (SOP 21).

Appointment of Examiners for Practical Examinations

CRITERIA FOR THE APPOINTMENT OF PRACTICAL EXAMINERS

Essential

- Member of the Institute of Tourist Guiding.
- Examiners will be qualified as a Blue Badge Guide for Blue Badge examinations. Green Badge Guides may examine sites and walk for Blue Badge in the area for which they are qualified. Examiners will be qualified as a Blue Badge or a Green Badge Guide for Green and White Badge examinations.
- Qualified in the region of examination or knowledge of the region.
- Qualified as an Institute Examiner.
- Listed on the Institute's current Register of Accredited Examiners.
- Experience of shadowing a practical examination.
- Understand how to complete the current examination marksheet and possess the ability to use clear evidence to reach substantiated decisions.
- Ability to work in an impartial, objective, non-discriminatory and professional manner at all times.
- Must be reliable, punctual and understand importance of the confidentiality requirements.
- Available for the examination dates in question.

Examiners for practical examinations will be selected from the Institute's Register of Accredited Examiners.

Examiners will be selected by the Chief Examiner for the set of examinations in question.

In order for an Examiner to be included on the Institute's Register of Accredited Examiners they must have:

- Passed an Institute accredited Examiners course,
- Shadowed a practical examination and
- Have examined within the last five years.

Examiners will be selected as appropriate bearing in mind experience, skills, expertise. If Newly Qualified Examiners are available at least two should be chosen for Blue Badge Examinations and at least one for Green Badge Examinations.

If there is a shortage of qualified Examiners, Examiners will be selected as follows:

- those with previous experience of examining in the region.
- those with knowledge of the region or of the specific guiding knowledge for the examination in question e.g. cathedrals, museum/art galleries.
- If necessary, the Examinations Officer will be asked to contact those on the Institute's Register of Accredited Examiners inviting Examiners to apply if they have the required knowledge.

Where possible, long distance travel should be avoided.

The Chief Examiner will send each prospective Examiner the application form. This must be completed by prospective Examiners in as much detail as possible and should to be returned to Chief Examiner within two weeks.

The Chief Examiner will then create a list of all Examiners, noting the examination they will be examining and providing the rationale for the proposed selection. See template in SOP 21.

This rationale will be sent to the Examinations Officer together with the relevant application forms. The Chief Examiner should send this information as one batch where at all possible. The Examinations Officer will then send to the Examinations Committee for consideration and approval.

Nominations for Examiners will be reviewed and approved by the Examinations Committee and it will be made clear that the invitation to examine is confidential and dependent on final approval by the Examinations Committee.

Once confirmed the Examinations Officer will send out Appointment Letters to each Examiner as well as the Examiners in practical examinations pack (SOP 24).

Any special requests regarding expenses should be addressed to the Examinations Officer and not the Chief Examiner, although the Chief Examiner may suggest these are requested on appointment in special cases.

Shadowing

In order to be included on the Institute's Register of Accredited Examiners and be eligible to be appointed as an Examiner, Examiners must shadow one practical exam within two years of passing the Examiner's Course.

If no courses are running in the region(s) for which they are qualified, Examiners may shadow in other region(s) where examinations are scheduled.

Once practical examination dates have been set, the Examinations Officer will contact all those on the shadowing list to offer them the opportunity to shadow one of those examinations.

It is the responsibility of the Examiner to contact the Chief Examiner for that set of examinations to arrange an opportunity to shadow.

One Shadow can be appointed per examination with the exception of the coach examination where two Shadows may be appointed.

Shadow Examiners will not be appointed for resit examinations.

The Institute will not be liable for expenses incurred by Shadow Examiners.

Once an Examiner has shadowed an examination, they will inform the Examinations Officer. The Examinations Officer will then add that Examiner to the Newly Qualified Examiners List and the Institute's Register of Accredited Examiners.

Examiners must shadow an examination within two years of qualifying.

If an Examiner fail to shadow an examination within this two-year period then they must undertake an online refresher course at their own expense and then shadow within the subsequent two-year period in order to re-join the Institute's Register of Accredited Examiners.

In exceptional circumstances the Institute may appoint Examiners who have not yet shadowed an examination.

Newly Qualified Examiners

Once an Examiner has shadowed a practical examination, they will join the Newly Qualified Examiners List.

For Blue Badge courses, Chief Examiners **must select** where possible at least two Newly Qualified Examiners per examination cycle in order to achieve a balance of experienced and newly qualified examiners.

For Green Badge courses, Chief Examiners **must select** where possible at least one Newly Qualified Examiner per examination cycle in order to achieve a balance of experienced and newly qualified examiners.

Newly Qualified Examiners may also examine resit examinations but for any second set of resit examinations, experienced Examiners will be appointed.

Newly Qualified Examiners must be paired with experienced Examiners and not with another Newly Qualified Examiner.

Appointment of Compilers, Markers and Moderators

CRITERIA FOR THE APPOINTMENT OF COMPILERS, MARKERS AND MODERATORS

Essential

- Member of the Institute of Tourist Guiding.
- Qualified as a Blue Badge for Blue Badge examinations and qualified as a Blue Badge or a Green Badge for Green and White Badge examinations.
- Listed on the Institute's current Register of Accredited Compilers – for compiling.
- Qualified in the region of examination or knowledge of the region.
- Must be independent of the Course Director and Tutors.
- Be familiar with the structure and format of the Institute's 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.

Desirable

- Listed on the Institute's current Register of Accredited Compilers - for moderating and marking.

Examination papers for Blue Badge, Green Badge and White Badge will be written by compiler(s) nominated by the Chief Examiner and appointed by the Examinations Committee.

For each written paper, excluding Background Knowledge, 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.

For Blue Badge Papers Two and Three, and for Green and White Badge examinations, ideally the Compiler will be qualified for the region, area or site in question. If there are no suitably qualified Compilers available, the Chief Examiner will select the Compiler as follows:

- Those with previous experience compiling/marketing for the region, area or site.
- Those with a sound knowledge of the region, area or site.
- In exceptional cases, a local expert with experience of compiling/marketing in the education sector.

The Compiler will be asked to prepare a primary paper for the examination. The Compiler should be appointed for one examination only in the first instance and may be reappointed for a further two examinations.

Ideally Moderators will be Institute qualified as Compilers, ideally for the region in question but at the very least with some knowledge of the region.

Compilers, Markers and Moderators must be independent of the Course Director and Tutors of the training programme being examined.

Background Knowledge

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.

Compilers, Moderators and Markers for the Background Knowledge 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.

Tour Planning Project

The Tour Planning Project for Blue and Green Badge will be marked by a Marker nominated by the Chief Examiner and agreed by the Examinations Committee.

Process for Confirming Compilers, Moderators and Markers

The Chief Examiner will send each Compiler, Moderator and Marker an application form to be returned to Chief Examiner, who will then send the relevant application forms as well as the rationale for the proposed selection to the Examinations Officer.

The Chief Examiner will send this as one batch where at all possible. The Examinations Officer will then send to the Examinations Committee for consideration.

Nominations for Compilers and Moderators will be reviewed and approved by the Examinations Committee and it will be made clear that the invitation to compile, moderate and mark is confidential and dependent on final approval by the Examinations Committee.

Once confirmed the Examinations Officer will send out appointment letters to each selected Compiler, Marker and Moderator.

Compilers, Markers and Moderators will also be sent a copy of the Compilers', Markers' and Moderators' Instruction Pack (SOP 22), or in the case of the Tour Planning Project Marker, they will be sent the Project Markers Pack (SOP 23).