

November 2021



# EXAMINATIONS HANDBOOK

## Standard Operating Procedure 24

### Examiners in Practical Examinations 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 2 and is dated November 2021.

#### Register of amendments

Version	Brief description of Amendment	Amendment	Date approved
2020.1	New handbook		23/11/2020
2020.2	Presentation Length	p.3, point 15	29/11/2021

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## Examiners in Practical Examinations Instruction Pack

### Instructions for Examiners

#### Before the Examination

1. The role of an Examiner is to ensure that Candidates meet the Institute's standards of examination. Examiners must ensure that they are familiar with the requirements of the examination and its conduct.
2. On appointment, Examiners will receive from the Examinations Officer detailed information on the conduct of examinations, including information in this Instruction Pack, as well as details of what is expected from Candidates, set out under the respective sections of the Examinations Handbook dealing with the module under examination.
3. Examiners must provide writing materials, and a stopwatch or equivalent, and will use the mark sheets provided by the Examinations Officer.
4. Before the examination, Examiners must discuss the route, making references to Tutor notes on how it has been taught. They must agree between themselves which Examiner will call up the Candidates, what routine to employ and who will ask questions.
5. Groups of up to eight Candidates, wherever possible, will be assessed by two Examiners over half a day. Candidates will be allowed initially a minimum of 10 minutes to make two presentations (in the case of a moving vehicle, they will make at least three presentations over a minimum of 15 minutes).

#### During the examination

6. If any of the Candidates does not turn up, or someone comes who is not on the list for that session, the examiners must contact the Examinations Officer as soon as possible. Candidates arriving after the start of the examination will not be admitted to the examination and will be assessed as having failed.
7. At the start of the examination, examiners must check that the identity of the Candidates corresponds to the Institute student photo card that they are instructed to bring with them. Examiners should introduce themselves and explain carefully to Candidates how they intend to conduct the examination and what they are looking for.
8. Candidates will undoubtedly perform better if the atmosphere is positive and encouraging. It is the Examiner's initial duty to provide such an atmosphere.
9. Examiners must play the role of informed tourists but **NOT** experts on any one aspect (such as architecture, art history, literature, etc). Candidates must be given the opportunity to demonstrate their knowledge and skills. They are not expected to know everything or tell the Examiners all they know.

10. Candidates must be called up at random initially and not in alphabetical order. The location where Candidates speak, and the number of minutes of each presentation must be noted on the mark sheet and may be important in the case of an appeal.
11. Candidates may be asked to proceed according to the planned route or may be asked to choose the next stop. Either alternative is acceptable, but Candidates would be expected to choose the next logical stop. Candidates may be asked to proceed to a specific named stop.
12. Candidates must:
  - a. Always stop and face the group when speaking.
  - b. Demonstrate that they are mindful of the safety of the group and are aware of hazards.
  - c. Show awareness of other road and pavement or site users.
  - d. Demonstrate their concern for the comfort of the group.
  - e. Be audible and show awareness of the need to adjust their volume according to the conditions (traffic, road works etc).
  - f. Show good group positioning and group control.
  - g. Be able to handle questions confidently and briefly and always repeat the question for the benefit of the whole group. Candidates are expected to be able to answer the question, which must be restricted to the topics on the syllabus for this stop, or general information relevant to the site.
  - h. Be aware of any rules of the site – no photography, no touching etc - and of site facilities, and must inform the group when appropriate.
  - i. Be aware of and be sensitive to staff and other users of the site, especially religious sites where people may be at prayer.
  - j. On a rural walk, Candidates will be asked what to do and where to get help in case of a named emergency or health and safety issue occurring at their location.
13. Candidates must in addition demonstrate that they are mindful of the safety of the group and are aware of hazards.
14. The use during an examination of physical or electronic visual aids (for example signs, pictures, photographs, lasers and pointers) is not permitted.
15. Examiners must be aware of the time available and, if Candidates give too lengthy a presentation (which, in the case of an appeal, could be seen as unfair on other Candidates), must cut the presentation short tactfully when it reaches **Five minutes and 20 seconds**.
16. Time must be allowed for the possibility of a further presentation by Candidates, at the discretion of the examiners.
17. At least one straightforward question must be asked of Candidates (except on the coach). The reply must be assessed as if it were being given to a visitor. If a Candidate is unable to give a specific reply, the matter must not be pursued. The question can have three purposes:
  - a. It must be used to check handling

- b. It may also be used to check accuracy (something said in their presentation)
  - c. It may be used to check knowledge (if knowledge presentation is weak) but this must be restricted to the topics on the syllabus for this stop, or general information relevant to the site.
18. Examiners must not allow Candidates to enter discussion with them.
19. Examiners must remember that the tourist guiding examination is made up of several parts. Candidates may pass one module but fail the written or another practical. Examiners must **NOT** discuss the performance of Candidates until the results are officially known. Candidates must not be prematurely recruited for work nor must examiners give out their business cards.

### **After the examination**

20. At the end of the examinations Examiners will gather to collate their marks. This takes time especially on the coach examination. Examiners must not, therefore, make arrangements for later that day before checking with the Examinations Officer or the Chief Examiner.
21. Mark sheets must be completed fully and clearly. Reasons for decision **must** be given in detail, including concrete examples of what the candidate said, how they behaved, or the techniques they were lacking (e.g. examples of inaccurate statements or faulty positioning). This is particularly important where Candidates have failed. These sheets may be used in future, including as part of any appeal process.
22. Any incident(s) affecting the examination must be noted and reported as soon as possible to the Chief Examiner.
23. The Chief Examiner will pass on any feedback received (e.g. from Candidates) on the conduct of the examinations. In cases of concern, this will be discussed with the individual Examiner. Record of this feedback, including the Examiner's response and any action agreed between the Examiner and the Chief Examiner, will be held confidentially by the Chair of the Examinations Committee.

## How to use mark sheets

1. Each Examiner will have a mark sheet for each Candidate in the group.
2. In completing the mark sheet, account should be taken of the Candidate's performance on each occasion s/he guides. It is suggested therefore that only a faint pencil mark be placed against the relevant box on each scale until the end of the session when the overall marks must be filled in clearly in ink.
3. General impressions **MUST** be avoided. The scales have been designed to highlight the more important skills and knowledge that a tourist guide should possess. Examiners must rate the Candidate on each scale separately. Examiners must **NOT** allow a good or bad impression on one point to affect the marking on another.
4. Examiners must not write comments which are outside their remit and not in support of their decision.
5. After the examination and following discussion, Examiners must complete the mark sheets independently.
6. Candidates must pass all sections which are added up separately. The totals represent the total number of ticks in each column.
7. A pass will normally be recommended when the marks in the unshaded columns to the right of centre outweigh those in the shaded columns to the left of centre, in each section.
8. There are some asterisked fail points on the mark sheet. A Candidate will fail the examination if the Examiners assess the Candidate as failing to demonstrate the skill, either by marking NO in the shaded column in Section C (Essential Guiding Skills) or by marking Accuracy (in Section B) in the shaded column (-3 to -1).
9. Examiners **MUST** fill in the "Reasons for Decision" section of the mark sheet and include examples of where a Candidate has not reached the standard.

The following table sets out criteria against which Candidates must be assessed. They correspond to the criteria in Sections A, B and C, on the mark sheets.

Candidates must demonstrate satisfactory ability in all three sections independently.

<b>A GENERAL TECHNIQUES</b>	
<b>Instructions and Group Management</b> Authority and care of whole group	The Candidate must demonstrate ability to take control in an authoritative but friendly (non-bossy) manner when leading a group.
<b>Positioning and Awareness</b>	The Candidate should position themselves and the group to guide the view or object, before they start speaking. The use of appropriate guiding techniques, e.g. the 45-degree angle for

For group to see, not to obstruct, with sensitivity to surroundings	paintings, should be used. The Candidate should be aware of both the social and environmental sensitivities as well as the comfort of the group
<b>Engaging group</b> Eye contact, body language, smile, voice	The Candidate should make eye contact with <b>everyone</b> in the group.
<b>Delivery</b> Is it fluent, is voice varied and well-pitched?	The Candidate's voice should flow with rhythm and maintain attention, and should be lively and interesting to listen to, with appropriate change of speed, pitch, emphasis
<b>Indication of sights</b> Clear physical and verbal location	The Candidate should use positive movement of the arm to point things out physically and clear methods of visual description to indicate objects verbally
<b>Handling Questions</b>	The question should be repeated and a brief answer given. The Candidate should check that the question has been satisfactorily answered
<b>A1 Additional GENERAL TECHNIQUE for the Coach Module</b>	
<b>Timing</b>	The Candidate should talk about the sight in time to see it.

<b>B PRESENTATION OF KNOWLEDGE</b>	
<b>*Accuracy</b> Was the information given by the Candidate accurate?	Minor inaccuracies will attract negative marks. Substantial and/or repeated inaccuracies will attract an automatic fail.
<b>Content</b> Well-structured, quality information	The Candidate should illustrate a sound knowledge and understanding of the subject
<b>Selection</b> Relevant, balanced, well-linked facts	The commentary should be relevant, balanced with well-linked facts, presented in a positive manner without negative comment, and delivered in 5 minutes. The commentary should be contextualised, linking, and not isolating the facts.
<b>Interest</b> Humour, anecdotes, enthusiastic	Boring candidates rate low score
<b>Appropriate use of words</b> Descriptive, comprehensible; technical terms explained	The commentary should be both easy to listen to and to understand. Simple words should be used in explanation

<b>CI ESSENTIAL GUIDING SKILLS – Site and Walk</b>	
<b>*Audibility and Clarity</b> Clear diction, audible in all circumstances	It is imperative that everyone can hear, that the words are distinct, and yet the volume should be such that it is easy to listen to without strain or irritation. <u>In cases where Examiners find it hard to hear a Candidate, they should ask the Candidate, once only, to speak up. If this does not make a difference the Candidate is likely to fail.</u>
<b>*Safety</b>	The Candidate should be fully aware of safety hazards on town and country walks and at sites. The Candidate should

Did the Candidate show due care for the safety of the group at all times	demonstrate full care and attention towards the group and others (members of the public, staff etc).
<b>*Always talks facing the group</b>	Turning one's back on the group for any length of time would score negatively; the <u>occasional</u> glance would not merit a fail
<b>*Only begins once everyone is assembled</b>	The Candidate's commentary should not begin until the whole group is assembled.
<b>*Professional Attitude</b> See below	
<b>C2 ESSENTIAL GUIDING SKILLS – Coach</b>	
<b>*Audibility and Clarity</b> Clear diction, audible in all circumstances, with good microphone technique.	It is imperative that everyone can hear, that the words are distinct, and yet the volume should be such that it is easy to listen to without strain or irritation. The microphone should be held firmly in place on the chin and the volume checked.
<b>*Professional Attitude</b> See below	

### **\*EXAMINATION FAIL POINTS**

Examiners should also note the following individual criteria which may result in an automatic fail.

**\*Accuracy.** Substantial and/or repeated inaccuracies will attract negative marks here.

**\*Audibility and Clarity.** The Candidate should always be heard by the group. Examiners should ask a Candidate, once only, to speak up if they have trouble hearing the Candidate. Only if this does not make a difference, should the examiners consider a negative mark.

**\*Professional Attitude.** This criterion goes to the heart of professional tourist guiding and is correspondingly difficult to define. Examiners must therefore give concrete examples with full and precise descriptions of behaviour which they find to be unprofessional on the part of the Candidate. This might include, though this list is not exclusive, not pausing and continuing to talk during a public prayer in a religious building; arriving late without an adequate or reasonable explanation; discourtesy to fellow candidates, members of staff, other visitors to the site or members of the public; racist or sexist behaviour or language; telling another tourist guide to move on from an object or painting.

**\*Safety** (which appears on the Walk and Site mark sheets).

**\*Always talks facing the group** (which does not appear on the Coach mark sheet).

**\*Only begins once everyone is assembled** (which does not appear on the Coach mark sheet).

### **ADDITIONAL POINTS**

Examiners will have regard to the points indicated below. Where it is relevant, the Examiners must give details in the decision box.

**Lateness.** This relates to Professional Attitude. Any Candidate arriving after the start of a practical examination will not be admitted to the examination and will be assessed as having failed.

**Appropriate dress.** Tourist guides, as professionals, are expected to dress appropriately for all engagements. For example, jeans and trainers would be considered inappropriate dress in a site such as a religious or public building, which in turn may suggest a lack of professional attitude. For a practical examination, this is likely to mean smart or smart casual dress, i.e. that which would be appropriate for an examination setting.

**Examination nerves.** A Candidate displaying excessive nerves is unlikely to be performing to their best capability. Examiners, or the Chief Examiner when moderating the result, may well take this into consideration when making a final decision and this should therefore be recorded.

## **REASONS FOR DECISION**

Each Examiner should, separately, clearly set out their reasons for decision, and give concrete examples (e.g. accuracy, unacceptable vocabulary, poor positioning, or what was inadequate about their content). The decision must be supported by the marks and information against each specific criterion.

## **ANY OTHER COMMENTS**

Each Examiner should also record other factors or aspects about the examination (for example heavy showers, fire alarm, security issue, disruptive member of the public) that occurred during the examination.



**Note.** The mark sheets below are the current mark sheets for the walk, site and coach. Discussion is taking place about the layout of the mark sheets. However, this will not change the content of the mark sheets or the criteria against which the examiner is marking. It is intended to allow more space against each criterion for notes, so that an Examiner can record the specific reason why he/she has given the score they have.

**All mark sheets will be included here, either the current mark sheets or any new format that is agreed. Each mark sheet will be shown in its entirety, front and back.**

**We are also aware that the formatting needs to be sorted out.**

## INSTITUTE OF TOURIST GUIDING

## MARK SHEET-WALK

<b>CANDIDATE</b>			<b>EXAMINATION GROUP</b>	
<b>LOCATION of Presentation</b>	1. 2. 3.	<b>FIRST LANGUAGE</b>		

**CANDIDATES MUST PASS IN ALL 3 SECTIONS INDEPENDENTLY****A GENERAL TECHNIQUES**

	-3	-2	-1	+1	+2	+3
<b>Instructions and Group Management:</b> authority and care of whole group.						
<b>Positioning and Awareness:</b> for group to see, not to obstruct and with sensitivity to surroundings						
<b>Engaging group:</b> eye contact, body language, smile, voice						
<b>Delivery:</b> is it fluent, is voice varied and well-pitched?						
<b>Indication of sights:</b> clear physical and verbal location						
<b>Handling questions:</b> repeats question + <i>brief</i> answer.						
<b>TOTAL</b>						

**B PRESENTATION OF KNOWLEDGE**

	-3	-2	-1	+1	+2	+3
<b>*Accuracy:</b> accurate knowledge						
<b>Content:</b> well-structured, quality information						
<b>Selection:</b> relevant, balanced, well-linked facts delivered in 5 mins.						
<b>Interest:</b> humour/anecdotes, enthusiastic (boring candidates rate low score)						
<b>Appropriate use of words:</b> descriptive, comprehensible technical terms explained						
<b>TOTAL</b>						

**C ESSENTIAL GUIDING SKILLS**

	NO	YES
<b>*Audibility and Clarity:</b> clear diction audible in all circumstances		
<b>*Safety:</b> due care for the safety of the group at all times		
<b>*Always talks facing the group</b>		
<b>*Only begins once everyone is assembled</b>		
<b>*Professional Attitude</b> displayed throughout the examination		

**\*This is also an automatic fail point if the Candidate scores in the shaded area.**

## INSTITUTE OF TOURIST GUIDING

## MARK SHEET-SITE

<b>CANDIDATE</b>		<b>EXAMINATION GROUP</b>	
<b>LOCATION of Presentation</b>	1. 2. 3.	<b>FIRST LANGUAGE</b>	

## CANDIDATES MUST PASS IN ALL 3 SECTIONS INDEPENDENTLY

**A GENERAL TECHNIQUES**

	-3	-2	-1	+1	+2	+3
<b>Instructions and Group Management:</b> authority and care of whole group						
<b>Positioning and Awareness:</b> for group to see, not to obstruct and with sensitivity to surroundings.						
<b>Engaging group:</b> eye contact, body language, smile, voice						
<b>Delivery:</b> is it fluent, is voice varied and well-pitched?						
<b>Indication of sights:</b> clear physical and verbal location						
<b>Handling questions:</b> repeats question + <i>brief</i> answer						
<b>TOTAL</b>						

**B PRESENTATION OF KNOWLEDGE**

	-3	-2	-1	+1	+2	+3
<b>*Accuracy:</b> accurate knowledge						
<b>Content:</b> well-structured, quality information						
<b>Selection:</b> relevant, balanced, well-linked facts delivered in 5 mins						
<b>Interest:</b> humour/anecdotes, enthusiastic (boring candidates rate low score)						
<b>Appropriate use of words:</b> descriptive, comprehensible, technical terms explained						
<b>TOTAL</b>						

**C ESSENTIAL GUIDING SKILLS**

	NO	YES
<b>*Audibility and Clarity:</b> clear diction, audible in all circumstances		
<b>*Always talks facing the group</b>		
<b>*Only begins once everyone is assembled</b>		
<b>*Professional Attitude</b> displayed throughout the examination		

\*This is an automatic fail point if the Candidate scores in the shaded area.

## INSTITUTE OF TOURIST GUIDING

## MARK SHEET-COACH

<b>CANDIDATE</b>			<b>EXAMINATION GROUP</b>	
<b>LOCATION of Presentation</b>	1. 2. 3. 4.	<b>FIRST LANGUAGE</b>		

**CANDIDATES MUST PASS IN ALL 3 SECTIONS INDEPENDENTLY**

<b>A GENERAL TECHNIQUES</b>	-3	-2	-1	+1	+2	+3
<b>Engaging group:</b> caring, friendly, sociable, smiling, body language						
<b>Delivery:</b> is it fluent, is voice varied and well-pitched?						
<b>Indication of sights:</b> clear physical and verbal location (major omissions rate low score)						
<b>Timing:</b> did Candidate talk about sight in time to see it?						
<b>TOTAL</b>						

<b>B PRESENTATION OF KNOWLEDGE</b>	-3	-2	-1	+1	+2	+3
<b>*Accuracy:</b> accurate knowledge						
<b>Content:</b> well-structured, quality information						
<b>Selection:</b> relevant, balanced, well-linked facts						
<b>Interest:</b> humour/anecdotes, enthusiastic (boring candidates rate low score)						
<b>Appropriate use of words:</b> descriptive, comprehensible; technical terms explained						
<b>TOTAL</b>						

<b>C ESSENTIAL GUIDING SKILLS</b>	NO	YES
<b>*Audibility and Clarity:</b> clear diction audible in all circumstances, with good microphone technique		
<b>*Professional Attitude</b> displayed throughout the examination		

**\*This is an automatic fail point if the Candidate scores in the shaded area.**

**ADDITIONAL POINTS**

1. Was Candidate on time? If not, how late and was there an apology?	YES / NO
2. Was Candidate's appearance appropriate?	YES / NO
3. Was Candidate excessively 'examination' nervous?	YES / NO
4. Should this Candidate pass or fail? (A fail is a 'negative' total score)	PASS / FAIL
5. Does this agree with the marks overleaf?  <b>YOU MUST ENSURE THAT IT DOES</b>	YES / NO

**REASONS FOR DECISION**

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**ANY OTHER COMMENTS**

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**NAME**.....

**SIGNATURE**.....**DATE**.....