

EXAMINATION POLICY

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Acknowledgements:

The Board wishes to note that this Policy is a continuation and update of the existing examination policy and not a new document, as such the work of past board members, management and officials is gratefully acknowledged.

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Examination Policy

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Section 1 – General Examination Requirements:

1.1 This policy should be reviewed on a biennial basis and updated as necessary, this policy will remain applicable until such time is reviewed and replaced as per ITS policy and procedures.

1.2 In cases where the Examination Board is not in session with no members assigned to said board the duties and responsibilities of this Board shall revert to the Chief Operating Officer – Academia or his/her delegate.

1.3 Examinations at the Institute are run by the Examination invigilators in conjunction with the registrar's office, Invigilators are selected from amongst the pool of ITS Academic Staff, Personnel from the Office of the Registrar, Management or from assigned individuals who are called from other Educational bodies within the Ministry of Education/Tourism. Other Individuals not falling under the preceding criteria that are to be used as Invigilators must be proposed to and subsequently approved by the Examinations Board. These individuals should be familiar with the policy regarding invigilation and should confirm their understanding of the policy by signing a document confirming their understanding of such policy. For each exam session, theory or practical, a Chief Invigilator will be appointed as per section 5.

1.4 All examination papers are to be designed and written by the lecturer delivering the module, in cases where the module is delivered by more than one lecturer these persons are to collaborate in the creation of the paper, they should appoint a subject/module leader who will be responsible for communicating said paper with exam board in conformity with the terms set out in this document. In cases where a person is not agreed upon to act as Module Leader the relevant programme coordinator shall be responsible to appoint one.

1.6 Unseen examination papers should only be sat once. Where separate occurrences take place at different times, different examination papers are required from the Lecturer for each occurrence.

1.7 All Examinations are subject to a timetabled session within one of the exam periods as specified in the academic calendar. Academic staff may not be assigned to invigilate their own exam.

1.8 The lecturer or module leader should be present for the reading time of the exam only. If necessary, it is their responsibility to arrange attendance by an alternative member of staff who also teaches said module. In exceptional circumstances if approved by Chief Operating Officer – Academia the lecturer or module leader maybe virtually available on Teams. The module leader must be contactable by phone during for the entire duration of the examination.

1.9 The invigilators for the particular exam have authority to decide where students are to sit during an exam.

1.10 Clocks shall be visible in all exam venues.

1.11 Examination must be of the duration laid out in the Exam Structure Document plus 10 minutes reading time.

1.12 The lecturer or Module leader should:

- On entering the main venue, make themselves known to the invigilator;
- Not communicate with the students sitting for the examinations;
- Stay for reading time to answer queries;
- Leave for the remaining duration of the examination;
- Remain contactable by phone during the examination;
- Not return to the examination until it is completed, and the invigilator has collected and accounted for all the scripts.

Note - there is no requirement for the module leader/lecturer to return at the end of the exam.

Section 2: - Student Conduct

The provisions specified in Appendix IV ITS Examinations General Instructions for Students of the ITS Rules and Regulations shall apply, in addition to those rules:

2.1 Students must always be accompanied by their official ITS student card or Identity card during the examination, a passport or other form of official photographic ID may also be presented (i.e. Drivers Licence). Students must complete and sign the attendance form when requested to do so by the invigilator.

2.2 Abusive behaviour towards any Institute personnel or those acting on behalf of the Institute during the examination will not be tolerated, any abuse will, at the invigilators discretion, result in the ejection of the student and subsequent referral to the Board of Discipline.

2.3 Students must be available to attend an examination at any time during the scheduled examination period. This may include examinations scheduled in the evenings and on Saturdays;

2.4 Students are responsible for checking their examination timetable on the official ITS Email and reporting any errors to the Registrar;

2.5 Students late admittance is allowed subject to the provisions laid out in this policy, specifically point 5.3 applies.

INSTITUTE OF TOURISM STUDIES

2.6 Strict silence must be observed at all times in the examination room;

2.7 Students must not communicate with each other during the examination;

2.8 All personal belongings including coats, hats, scarves, bags, books, notes etc. must be placed in a designated area identified by the invigilator. Students requiring further equipment from a bag after the commencement of the examination must ask an invigilator to observe them.

2.9 Students are allowed to bring a clear bottle of water to drink during the exam. It will not be possible to refill this bottle during the examination.

2.10 Non- programable calculators or other exam specific items not listed in appendix IV are only permitted if stated so on the Examination Script front Page.

2.11 Theoretical Examinations are marked anonymously, therefore, students must enter their assigned index number where required on the examination answer booklet. Invigilators are to confirm this is done prior to the collection of the exam paper(s)

2.12 Students may not open question paper(s)/exam scripts until instructed to do so.

2.13 All examinations have a reading time. Students should use this time to read all questions and ask any queries that they may have doubt about during this period. They may not write notes on their question paper/script at this time or begin to answer questions.

2.14 Students must write legibly during their examination. If an examination script is illegible or difficult to read and the student has not already been formally warned about legibility, the student will be required to transcribe the script prior to marking. This will be conducted under supervision. The student should then be formally warned in writing that it is their continuing responsibility to submit work in a legible form and that any subsequent pieces of illegible work will not be marked and will be deemed to be a fail.

2.15 Students found to be disruptive, copying, cheating, communicating with another student, or using any unauthorised materials will be asked to leave the room, their exam sitting being suspended, the exam paper, exam booklet will be set aside and said paper shall not be marked. A written report on the incident will be submitted by the chief invigilator to the Registrar, who will forward said report to the Chief Operating Officer – Academia. An Investigation Board may be convened if necessary, in order to gather any missing facts including interviewing those involved. Any decision as to allow a supplementary paper to be retaken in

another session or the referral of the student to the Disciplinary Board will be taken by the Chief Operating Officer – Academia after discussions with Chairperson of the Examination Board and Registrar. Referral to the Disciplinary Board would normally occur in cases of suspected copying & cheating.

2.16 As per Appendix IV of the ITS Rules and Regulations, students are not permitted to leave the venue during the first 30 minutes. Should any student have to leave the examination room for personal reasons, they must be accompanied by an invigilator.

2.17 Students can only use the restroom one at a time to avoid communication during this period. The invigilator must ensure that the students using restroom have no means of communication through technological devices. Silence should prevail even when outside the examination room, if the student intends to return and continue the examination after attending one's personal needs, they must not stop to talk with anyone.

2.18 Any student who leaves the examination room unattended will not be allowed to return to continue with their examination.

2.19 Students who after the first 30 minutes of the exam have finished the paper may leave at the discretion of the Invigilator but must do so in silence and may only stand up and leave the desk once the exam paper has been collected by the Invigilator.

2.20 In the event of illness; should the student feel unfit to continue the examination. The invigilator will collect the students work and note said departure and the reason on the Exam Invigilation Report. The Chief Invigilator is to be notified immediately and will subsequently notify the registrar. Point 2.18 applies in these cases. The registrar will review the paper and decide whether there is sufficient work for said paper to be passed for marking, the students' rights with regards to a re-sit being deemed a first sitting will not be affected should the paper be marked.

2.21 When time is called at the end of the examination, students must stop writing immediately.

2.22 Students must remain seated and silent until the invigilator gives the signal/ permission for the student to leave the room.

Section 3: Theoretical Examination papers

3.1 This policy deals with written examinations only. For subjects that would involve practical examination sessions, please follow the practical examination policy as laid out in section 4.

3.2 This policy is only applicable to theoretical examinations as highlighted in the relevant module descriptors and does not include in module tests or other assessment methods.

3.3. Any theoretical exam may in principal also be delivered on-line, all such requests will be reviewed by the Examination Board;

3.3.1 Requests for an examination to be delivered on-line must have initial clearance from the Chief Operating Officer – Academia.

3.3.2 A clear plan shall be presented to the Examinations Board by the person/s proposing the exam to be held on-line including;

3.3.2.1 What procedures shall be put in place to limit the opportunity of cheating; these shall at the minimum provide the same safeguards as found for exams invigilated within the Institute.

3.3.2.2 What platform is to be used for the exam to be delivered etc.

3.3.3 It is the duty of the Examinations Board to request further information from the person/s recommending the exam to be held on-line where they feel the integrity of an exam may be compromised.

3.3.4 The Examination Board shall seek the advice of the Registrar on whether the exam should be held on-line.

3.3.5 The Examination Board shall, in good time, on receipt of all the information issue an approval, amendment or rejection in regard to the specific request.

3.3.6 The decision to allow an examination to be sat on-line does not exempt the exam from conforming to the other requirements of this section especially as related to the exam structure.

3.4 All examination papers are to be designed and written as per clause 1.1 of this policy.

3.5 Subject material presented in the examination should be recent and relevant to the course being followed. The examination should be built along the learning

outcomes expressed for the subject concerned. Case studies used in the examination should be actual and topical, not cases that are outdated.

3.6 Each Examination Paper is subject to review and either approval, return for amendments or rejection with request for a replacement by the Examination Board.

3.6.1 The Examination Board shall identify an academic member of staff to review the prepared paper to ensure it is clear and avoids ambiguity. The reviewer will also compare the paper against the, exam structure, past papers and module descriptor to ensure that the learning outcomes are being assessed correctly.

3.6.2 This reviewer must be cognisant of the subject material as selected by the Examination Board. Such reviewers appointed by the Board would include its members being knowledgeable in the subject, the relevant programme coordinators, or other academic staff members as approved by the Chief Operating Officer – Academia or their delegate. Where more than one lecturer is teaching the module the other lecturer, not appointed as Module Leader may check the paper on their colleague's behalf.

3.6.3 An exam reviewer's report, specifically a Learning Outcome Matrix and accompanying answer sheet, marking scheme as necessary is to be presented to the Examination Board and may be used in cases of appeals. (Section 10). Lecturers who disagree with the reviewer's report and any request for changes may discuss these concerns with the Examination Board.

3.6.4 A deadline will be set by the Board by which date the said report along with the amended paper must be emailed to the Exam Board.

3.7 Examinations are to be designed based on the layout as set out in the Exam Structure Document.

3.8 Exam Durations are as highlighted in the Exam Structure Document such times exclude applicable reading times. For extra time added on over and above the established exam duration kindly refer to section 9 – Access Arrangements.

3.9 The mark awarded to the written theoretical examination together with the mark gained in the practical session/coursework where applicable will make up either 40% of the final mark or 60% of the final mark or as identified in the module descriptor.

3.10 All examination papers are to be set out of a total achievable maximum mark of 100.

3.10.1 The minimum pass mark set for each exam paper shall be that of **50%** of the applicable marks. A compensated Pass mark shall apply to specific cases as per clause 2 of Appendix II of the ITS Rules and Regulations.

3.11 Exemptions from established Exam Structure; are subject to review by the Examination Board, approval or denial of such is at the discretion of the Board. Decisions will be based on the following criteria:

3.11.1 Foreign Language Exams shall follow the structure as laid out in Appendix A – Foreign Language Examinations.

3.11.2 Numeracy Skills, deviation from the established structure is allowed in papers where the primary aim is to test student's numeracy skills (i.e. accounts, bookkeeping etc). The exam structure should be followed as much as possible.

3.11.3 Computing Skills, deviation from the established structure is allowed in papers where the primary aim is to test a student's capability in using a particular piece of software/hardware (e.g. Opera) and as such the marks are assigned for completing a particular task.

3.11.4 All other deviations from the Exam Structure must be presented by the submission deadline with a covering note explaining the reasons why an exemption to the policy is to be considered.

3.11.5 Any paper presented that deviates from the established structure that does not fall into the above 3.11 subcategories will be rejected by the board.

3.12 Examination Papers that have been sat by students cannot be reused for a period of the following 2 academic years, that is the following 4 examination sessions plus applicable resits.

3.13 Submission of Exam Papers to the Examination Board;

3.13.1 All Exam papers must be submitted to the Examination Board by the deadline as established within the Academic Calendar.

3.13.2 It is the duty of the lecturer/module leader to submit the exam paper. Refer to point 1.1 of this policy for clarification.

3.13.3 All completed exam papers (scripts) are to be submitted in word format

3.13.3.1 Permitted file formats include .doc, .docx, .ods.

3.13.3.2 They should not be sent in read only or password protected states.

3.13.3.3 Please format the papers to 'Arial' Font; Size 12.

3.13.3.4 Exam file must be named as follows: ModuleCode ModuleName SemesterNumber Year of Exam. For Example, "CER 0000 Intro to Exams Sem 1 2020 Exam".

3.13.3.5 Exam Scripts must include the Front Page as available from the registrar's office or programme coordinators.

3.13.3.6 All final Examination Scripts are to be sent only once via email to exams@its.edu.mt with the programme coordinator in CC. For security reasons please do not send to anyone else including the registrar's office or individual Examination Board Members.

3.13.3.7 The lecturer submitting the paper will only be contacted in the case changes are required, such request for changes shall be done through the relevant programme coordinator.

3.14 Following approval of the papers content by the board it will be sent by the board to the Registrar's department who will mark-up the final script for printing. Final Mark-up checks will include, layout and other aesthetic checks as well as conformity with regards to font, size, spacing etc. The lecturer/Module Leader will be contacted to review and confirm their agreement to the final marked up version.

3.15 Failure to adhere to the applicable deadlines exonerates the Examination Board of responsibility to submit said papers within its agreed upon time period to the registrar.

3.15.1 Lecturers who fail to submit their exam papers on time will be referred to the Chief Operating Officer - Academia.

3.16 All exam papers should be printed on single sided sheets of paper.

Section 4: Practical Examination Sessions

4.1 This section deals with practical examination sessions, which are mainly related to the Food and Beverage and Tour Guiding courses carried out during the two examination sessions of the academic year, this section shall govern all practical examinations. Given their unique intricacies each department will have its own sub-sections in order to ensure each practical exam policy set is fairly governed. Notwithstanding the specifics laid out in the forthcoming sub-sections all practical examinations will be governed by the following basic criteria;

4.1.1 The relevant module descriptor will identify a particular module requiring a practical exam to be carried out.

4.1.2 The practical exam should be designed to test the student's abilities and skills as laid out in the module descriptors learning outcomes.

4.1.3 Each Practical Exam will be assessed by both an Internal and External Assessor. The purpose of this is to ensure the student is reviewed fairly from both a technical aspect and a current industrial point of view.

4.1.3.1 For Food Preparation and Production and Food and Beverage Service, an Internal Assessor shall normally be defined as a competent full-time academic staff member who meets the criteria to deliver such a module but does not currently teach the students being examined during that specific examination session. For the Tour Guiding exam the internal Assessors shall be the academic member of staff teaching the same module.

4.1.3.2 Any External Assessor is to be appointed as per Section 11 of this policy.

4.1.2.3 The quantity of External Assessors to be used is set as a minimum of one person for each practical exam but may be increased subject to the needs laid out in the relevant sub-sections below.

4.1.4 The programme Coordinator is to submit, by the given deadline set on the Academic Calendar, the marking sheet to be used during the scheduled practical exam along with an exam brief, marking notes, marking schematic, Learning outcome matrix and relevant menu to the Examination Board for review and either approval, return for amendments or rejection for replacement.

4.1.5 The marking sheet and relevant documentation detailed above for each module is to be sent via email to exams@its.edu.mt by the deadline set via the Academic Calendar.

4.1.6 The Examination Board will formally communicate to the Programme Coordinator, Academic Management, and Registrar, the approved and final practical exam marking sheet and other relevant documentation.

4.1.7 All Practical Examination papers are to be set out of a total achievable maximum mark of 100.

4.1.7.1 The minimum pass mark set for each exam shall be that of **50%** of the applicable marks. A compensated Pass mark shall apply to specific cases as per clause 2, Appendix II of the ITS Rules and Regulations.

4.1.8 The marking sheet should clearly identify the final agreed upon mark as established by the Internal and External Assessors, individual marking sheets or notes should be attached for records and appeals referral purposes.

4.1.9 Students must be in the appropriate full uniform and have the necessary documentation called for in other sessions. Students must behave in a professional and business-like manner. In no instance must students demonstrate any signs of familiarity with their tutor or person supervising the practical session.

4.1.10 During the practical sessions each kitchen student should be provided with either a 500ml bottle of water or access to a water dispenser/s in the same venue;

4.1.11 During the examination, the kitchen/service area are to be only accessible to the Invigilator/ examiner/technician. No other personnel should be allowed to enter the place of examination.

4.1.12 Prior to the examination and thereafter the examination room should be kept under lock and key, no personnel should be allowed to linger in the place.

4.1.13 In all practical examinations, results should not be disclosed by the examiner/ assessor. All results will be given out by the Registrar's Office.

4.1.14 The examination process might also be filmed or photographed and kept as a testimony.

4.2 Food Preparation - Culinary Arts Practical Examinations specific criteria.

4.2.1 This policy deals with practical examination sessions related to the Food Preparation and Production [Foundation, Certificate, Diploma, Higher National Diploma and Degree], which can be carried out during any of the two examination sessions in an academic year plus a referral session.

4.2.2 The practical sessions with respect to the kitchen & larder and pastry & baking modules shall have all the necessary details on the examination brief (which includes the menu and marking sheet) that shall be prepared by the lecturer teaching the module and shall follow the structure [including the allocated time] outlined in the module descriptor. In addition to the time (exam) stipulated within the module descriptor, students shall be allocated 30 minutes as a preparation time to setup their working station.

4.2.3 At all levels, student will be assessed by three assessors; one will be a lecturer teaching at ITS, not directly lecturing the student/s and two external assessors. Each assessor shall be marking the performance of the student separately, afterwards they shall discuss the final mark awarded to the student.

4.2.3.1 The external assessors shall be selected by the management and shall be approved by the Examination Board, prior to the exams. The Curriculum Vitae of the selected external assessors shall be presented to the Examination Board.

4.2.3.2 External Assessors shall be in possession of a related qualification of a higher level than that being assessed. In the absence of such qualification, the assessor shall be in possession of a related qualification of the same level of that being assessed, plus a minimum of 5 years' experience in a managerial position (executive chef or sous chef).

4.2.4 The three assessors shall be allocated not more than 8 students per practical exam.

4.2.5 Each examination brief (which includes the menu and marking sheet) submitted to the registrar must have a detailed explanation of the dishes, together with a marking sheet with well-defined criteria (including the required skills to prepare the dishes). A requisition based on 1 student shall also be submitted with the exam brief.

4.2.6 Prior to the publication of the exam brief, in case of a special cases/access arrangements initially identified by Registrar's office, the module leader should consult with the Admissions/Access Arrangements Board to ensure the student is able to receive recognition of their attainment so long as valid and reliable examinations or assessments can be provided. Such provision is not intended to alter the assessment demands of the qualifications. It is the responsibility of the student and supporting staff to ensure that any request is based on firm evidence of a barrier to assessment of attainment.

4.2.7 Requests for special arrangements and special consideration must be submitted and supported by valid documentation by the Admissions and Access Arrangements Board. The Examination Board has the responsibility to go through

any considerations and approve such requests based on the data provided. The Examination Board may refer any specific case/s and requests to an expert/s, in order to attain recommendations on the way forward.

4.2.7.1 If a Learning Coach is allocated to a student during the academic year, where possible the same Learning Coach shall be allocated to the student during the practical examination.

4.2.8 Once a dish is presented, the internal assessor has the responsibility to take a picture of the dish and send a digital copy to the registrar. The Registrar shall retain a copy of the photos in case of any potential appeal.

4.2.9 In the case of the Food and beverage kitchen session, the practical session will be supervised by the lead examiner who will have a separate sheet accompanying each student sitting the practical session. This sheet will have all the necessary information on how the student achieved one's grade. These documents have to be passed over to the Registrar for safe keeping since in case of an appeal they might be required to be passed over to the expert appointed by the Board of Governors. The examination process might also be filmed or pictured and kept as a testimony.

4.2.10 The examination participants should be divided in two groups with the first group starting 30 minutes ahead of the second group – students sitting for the exam must follow the guidelines set on the exam brief for the presentation of each dish. This shall allow the internal and external examiners to assess the food prepared as per examination brief in good time and without delays which may eventually affect the quality of the final product.

4.3 Food & Beverage Service Operations Practical Examinations specific criteria.

4.3.1 The practical sessions with respect to the Food and Beverage Service subjects, will have specific tasks assigned in line with their level. The duration of the examination rotates around a shift where the student will be tested for one's preparation, servicing and clearing. For specific timings during Practical Exams refer to the Module Descriptor - duration is normally that of a normal restaurant lunch or dinner operation. As external clientele is involved timings may vary slightly in exam duration, this is to better simulate a practical scenario (operational restaurant with clients booked).

4.3.2 Assessment undertaken should reflect the level (Certificate/Diploma etc.) the Learning Outcomes of the module descriptor and the established sequence of service as well the covers and accompaniments sheet for the menu of the day.

4.3.3 The examination is carried out in maximum groups of 7 students and for each student a marking sheet is completed.

4.3.4 During practical examination sessions the number of clients to be accepted should be calculated using the following criteria:

For Certificate students – 2 guests for every student under examination.

For Diploma level students and above – 4 guests for every student under examination.

4.3.5 Practical Exam Marking Sheets are to be designed for each specific module taking into account the level and detail specified. These must holistically and accurately assess the student's abilities during this examination and are to be accompanied with marking guidelines.

4.3.6 The practical sessions are conducted as follows:

Foundation Level;

Assessed 100% coursework. Should assessment criteria in the Module descriptor change in future the examination board will have the duty to verify that assessment criteria are in line with the learning outcomes of the module descriptor.

Certificate Level;

Examination involving the setting and serving of food and beverage to a table of 2 persons on their own - to include plated service and silver service of 4 items (Bread, Soup and Vegetables, Potatoes) as well as order taking and service of beverages including the opening and service of a bottle of wine. In cases where a client does not purchase a bottle of wine a 1/2 bottle will be provided for demonstration purposes. The student will be examined by two examination officers one from the Institute but does not lecture the student directly and an external examiner. Each examiner will be marking the performance of the student separately, discussion between the two may take place and the average mark deriving from result of both assessors shall be considered as the final mark awarded to the student.

Diploma Level;

Food and Beverage or Food Service modules.

Involves service of a table of 4 persons with the support of an ITS student providing Commis Waiter duties. Exam to include the following service methods Plated, Silver & 3 different courses using Gueridon service (including finishing of Pasta, filleting of fish, for sweet course: A Flambé dish and sweet trolley). The student will be examined by two examination officers one from the Institute but does not lecture the student directly and an external examiner. Each examiner will be marking the performance of the student separately, discussion between the two

may take place and the average mark deriving from result of both assessors shall be considered as the final mark awarded to the student.

Beverage Specific Module;

Shall include the preparation of 3 cocktails, plus a liqueur coffee as highlighted by the module descriptor. The student will be examined by two examination officers one from the Institute but does not lecture the student directly and an external examiner. Each examiner will be marking the performance of the student separately, and the average mark deriving from result of both assessors shall be considered as the final mark awarded to the student.

HND Level;

Food and Beverage or Food Service specific modules. Involves service of a table of 4 persons with the support of an ITS student providing Commis Waiter duties. Assessment will include the following service methods Plated (to be used at a minimum), Silver & 5 different Gueridon service styles this includes Pasta dish, carving, filleting of fish, for sweet course: A Flambé dish and sweet trolley & Liqueur Coffee. The student will be examined by two examination officers one from the Institute but does not lecture the student directly and an external examiner. Each examiner will be marking the performance of the student separately, discussion between the two may take place and the average mark deriving from result of both assessors shall be considered as the final mark awarded to the student.

HND Theme Nights;

Are to be holistically assessed on the whole event operation. Including assessment on the organisation, overall theme used, decoration, style and undertaking of headwaiter duties on the night. The number of covers to be served is to be approved by the service lecturer in advance, this should be a minimum of 25 to a maximum of 30 persons.

4.3.7 Upon completion of the examination preparation for service segment, the final layout should be photographed by the internal examiner so that together with the marking sheet it should be retained in case of any potential appeal. Ideally a practical exam, with GDPR concerns taken into account would be filmed.

Section 5: Invigilators

5.1 Invigilator(s) will be present during the whole examination in order to ensure the examination is conducted in accordance with the instructions;

5.2 Immediately prior to the examination, the verbal instructions to students must be read out. A microphone may be used in large venues.

5.3 In the case of both practical and theory exams Students may be admitted up to 30 minutes after the start of the examination. No extra time will be given for late arrivals. The invigilator will not admit students to the room after students who have finished the exam have been allowed to depart.

5.4 Student's identity must be checked against their proof of identity, usually the official Identity Card or and the ITS Student Card, however any photo id would normally be accepted. Students without photo ID where the invigilators or chief invigilator does not know the student well enough to identify them will not be allowed in the exam room.

5.5 Students may only leave the room if they are accompanied by an invigilator. This is only allowed in special circumstances (refer to section 2) this should be noted on the Examination Invigilator Report. Any student leaving the room unaccompanied by an invigilator will not be allowed to re-enter.

5.6 There will be a minimum of 1 invigilator to 40 students with at least 2 invigilators present in each venue where there is more than one student. Invigilators will move around the room and pay attention to the conduct of students. One invigilator must be present in the room at all times.

5.7 If a student is suspected of misconduct, for example copying or communicating with another student, a note will be made on the student's script and the Examination Invigilator Report. If any communication continues, the student will be asked to exit the room and security called for to escort the student out of the venue. Any unauthorised material will be confiscated. A report on the suspected misconduct will be attached to the completed script along with any evidence. Reference of the incident will be made on the Examination Invigilator Report. Section 2.15 of this policy shall be applicable in such cases.

5.8 Announcements made during the exam should be kept to a minimum but should include once the first 30 minutes has concluded, an additional announcement will be made to advise students when there are 15 minutes remaining.

5.9 The invigilator will announce the end of the examination and will instruct students to stop writing.

5.10 Students will be asked to check that the front of their answer booklets are completed correctly, and any supplementary booklets or pages are fastened together.

5.11 Invigilators must ensure that there is a script collected for every student that was present before students are allowed to leave the venue.

5.12 Students are not permitted to take any examination answer booklets/ Examination papers/sheets/scripts from the venue. All answer booklets, whether used or not, must be returned to the registrar or securely stored.

5.13 The Chief Invigilator in consultation with the Invigilator shall have the final authority to suspend the student from the sitting for any breaches laid out in this policy.

5.14 For every exam session, theory or practical with more than one exam room being required a Chief Invigilator will be appointed, this person will be responsible for the collation of all Examination Invigilator Reports and for the overall dispersal of the invigilators during the session. The chief invigilator shall ensure all exam scripts are issued to the relevant invigilators and returned at the end of the sessions.

5.14.1 In the case of any incidents the Chief Invigilator shall prepare a report summarising the incident and any action taken this shall be sent to the Registrar.

5.14.2 The Registrar shall be responsible to ensure any issues that have been raised from Examination Invigilator Reports, Chief Invigilator or other observations are reported to the Disciplinary Board and action taken as necessary.

5.14.3 The registrar should notify the Chief Invigilator and the relevant exam invigilators of any special measures in place for particular students as well as provide a list of any students that are being excluded from sitting for the exam.

5.15 The Chief Invigilator shall be selected from a member of the academic staff, depending on availability, the assigned chief invigilator shall at first preference be a programme coordinator or member of the Examination Board, followed by other Lecturers who have already served in this capacity, in cases where the preceding persons are not available the longest serving full time academic shall serve in that capacity for the particular session.

Section 6: Verbal instructions to students

Verbal instructions to be read out clearly and audibly to students prior to the commencement of each exam.

As students are entering and prior to being seated in the examination hall:

6.1 All personal belongings, coats, hats, scarves, bags etc. must be left in the designated area. Switch off your mobile phones. Remove any smart watches/ devices.

6.2 Examination Rules are now in force NO TALKING with other students is allowed.

During the seating of the students:

6.3 Note your index number down, place your ITS Student card on the corner of your desk. If you do not have your ITS student card, you must present some other form of identification, such as your ID card or passport.

6.4 Only the following items are allowed on your desk, pens, pencils, rubbers, ruler and a clear, bottle of water. It will not be possible to refill this bottle during the examination. Non-programmable Calculators and other equipment are only allowed if they are approved for use on the Exam Script Front Page.

6.5 Complete the front cover of your answer booklet(s) with the details requested. Write your Index number provided to you by the institute.

6.6 Invigilators will be walking round the examination. If you require attention during the examination or wish to leave early, please raise your hand.

6.7 You are not normally permitted to leave the hall during the first 30 minutes. For examinations of up to 1 hour, if you leave the room within this period you will not be allowed to return to the examination.

6.8 In the event of a fire alarm, remain in silence, further instruction will be given.

6.9 You should now check that you have the correct question paper in front of you.

6.10 This is a final reminder to ensure that you have switched off your mobile phone, removed your watch and put them in the designated area. Any student found during the examination using a mobile phone, smart device, any other electronic device, any unauthorised notes, any unauthorised materials on calculators or communicating with other students will be deemed to be cheating and will be investigated by the Disciplinary Board.

Announcement to start reading time:

6.11 The examination will start at (state the actual commencement time) and will last (state the duration of the examination). You will have 10 minutes reading time during which time you must read all the way through the question paper. Writing of notes only is permitted during the reading time. After the completion of the reading time, I will announce that you may start to write your answers in your answer booklet.

6.12 Reading time starts now. You may now start to read your examination paper and use this time to ask any question, as we may not be able to answer them later on. Remember to read carefully the instructions to candidates on the front cover.

After reading time is complete, start the examination:

6.13 You may now start to write your answers in your answer booklet.

Section 7: Fire or other alarms during Examinations:

This policy deals with the eventuality that the examination might be interrupted due to some external factor such as the fire alarm or alarms. The policy takes into consideration the four instances that such a happening could take place, that is at the commencement, in the initial phase of the examination, halfway through the exam and what action should be commended in such instances.

7.1 In the eventuality of the fire or other alarms sounding during an examination, students must evacuate the Institute buildings in the normal way and report to the respective assembly point. Before the commencement of any examination the Chief Invigilator should be aware of the nearest assembly point in order to instruct the students correctly. Students should be kept under supervision and be taken to the designated assembly area. Invigilators should instruct students that:

7.1.1 No papers or materials may be taken from the examination room;

7.1.2 The examination regulations are still in operation and you may not discuss the examination with other students. Any student found to be consulting books or notes will be excluded from the examination room and a report will be made by the Chief Invigilator.

7.2 Once all staff and students are in the designated area, the chief invigilator should contact the Examination Board as soon as possible, along with the Chief Operating Officer – Academia.

7.3 The following procedure should be followed with the approval of the Examination Board (if members are not readily contactable the chairperson of the board shall act on behalf of the board) if the disruption is of +\ - 30 minutes in duration:

7.3.1 Students should be informed that they can re-enter the examination room, but they may not do so before the invigilator.

7.3.2 Before the re-commencement of the examination students should be informed that the amount of time equivalent to the interruption will be added on at the end of the examination.

7.3.3 Students should be asked to draw a line under the question they were answering or work they were doing when the alarm sounded; and to annotate the line or script to show that this is the point at which work was in progress when the alarm sounded.

7.3.4 No student will be admitted to the room more than 10 minutes after the examination has recommenced, unless approval is given by the chief invigilator due to special circumstance arising from the situation. Students on returning to their desks, may not start writing again until instructed to do so by the Invigilator.

7.4 The following action should be taken by the Chief Invigilator with the approval of the Examination Board (if members are not readily contactable the Chairperson of the Board shall act on behalf of the Board) if the period of time exceeds that of 35 minutes or the disruption is of a serious nature and it is considered inappropriate for students to continue the examination.

7.4.1 All events should be taken on their individual merits;

7.4.2 The decision to terminate the examination needs to be taken firmly and quickly, to ensure that any uncertainty for students is kept to the minimum;

7.4.3 Students are to be notified verbally by the invigilators of this decision, as soon as it has been taken. Security and other personnel are to assist as needed and directed by the Chief Invigilator.

7.4.4 The Chief Invigilator should ask students to remain at the assembly point until they're allowed back into the venue to collect their personal belongings.

7.4.5 Once safe to do so and prior to the return of students the invigilators will collect all exam scripts and answer papers and return them to the Registrar's Office under the supervision of the Chief Invigilator.

7.4.6 The Chief Invigilator will inform the students that they will be written to in order to confirm what happens next.

7.4.7 The Registrar's Department will issue a formal notice to students including the relevant information about rescheduling as soon as it is possible to do so.

7.4.8 Exam scripts that were handed in/completed by the student are to be deemed as complete and submitted to the Registrar separately from the incomplete scripts. These completed papers shall be corrected in the usual way.

7.5 Subsequent action: Invigilators must complete an Examination Invigilator Report form for each exam room which must be submitted to the Examinations Board. Details should comprise the following:

7.5.1 The times of when the examination was interrupted;

7.5.2 Whether the examination was re-started and if so, when it was finally completed; or whether the examination was terminated together with accompanying details of action taken;

7.5.3 A note of any student who did not follow the instructions and who was therefore deemed to be in breach of the regulations;

7.5.4 A note of any student who appeared to suffer as a result of the interruption;

7.5.5 Any other useful comments.

7.5.6 The Chief Invigilator shall prepare a report explaining the situation in general and any applicable recommendations.

Section 8: Re-Sits/deferrals/Referral examinations overseas:

8.1 All first sitting exams will be held at the conclusion to each semester normally in either January or June sessions, but as defined by the Registrar. Any referral exams will be held in the June session for those having failed/were absent for the Semester 1 Session or in the August referral session for those who were not present. In case a student misses the resit in the August session one might join the next available session.

8.2 Students, except in exceptional circumstances will have the opportunity to sit for an Examination once and obtain full marks, in any additional referral session a re-sit exam for the same module will only allow the student to obtain a maximum of a passing grade.

8.3 In view of point 8.2 above, Re-sit papers shall contain 70% of the original content.

8.4 All students attending the Institute of Tourism Studies, are expected to sit for their exams at one of the Institute's Examination centres. It is recognised that in

a very few exceptional circumstances students may be permitted to take a resit examination overseas during the reassessment period.

8.5 Students who are on international placement and failed a first sitting may request to take a resit examination overseas during the reassessment period, they must show the Board that they are not in a position to attend the referral session.

8.6 The Institute will not guarantee to arrange an overseas exam venue and sitting in time; if it is not possible the exam will need to be sat on-campus at a later date.

8.7 In such cases there may be an administrative fee which will be charged to cover costs incurred in arranging exams overseas. This is in addition to any costs charged by the host Institution.

8.8 Host institutions/organisations must be approved by the Institute of Tourism Studies Examination Board. Approval will need to include proof the venue to be used for the examination is suitable for such purpose.

8.9 In cases where students are on an internship, they will normally be invited to sit for their resit in the January session. Since their internship will just commence in July, August will be too soon for them to return back to Malta, however students should consider that they will be able to sit for January session in Malta, otherwise the August resit will be available prior to the commencement of the new academic year.

8.10 Any request for sitting of an exam overseas is to be made in writing to the Registrar, who will pass on such requests in good time to the Examination Board.

8.11 Overseas exams are subject to Invigilation, this may be arranged with suitable individual/s working with the overseas Institution/Organisation, who and meet the criteria as set out in Section 5 of this policy.

8.12 Invigilators are to adhere to Section 5 of this policy and ensure continuous supervision of the exam.

8.13 Delivery of the Examination overseas may be made by recorded delivery or via password encrypted email/document transfer where the invigilator/authorised person appointed for the exam receives the email, prints and accounts for the security of the copy. Or the exam may be made available on-line.

8.14 Return of the completed Exam, may be made via recorded courier delivery (at the cost of the student) or by the scanning of the completed exam script and answer papers and emailing of said documents by the invigilator/authorised person within 60 minutes of the conclusion of the exam.

8.15 It is possible for a resit exam to be sat on-line using the institutes learning management system, in such cases the computer must be monitored directly by the Invigilator to ensure the student does not access any other material and remains on the on-line exam page for the duration of the exam.

8.16 The need for a physical invigilator will only be discounted if an on-line monitoring software approved by the board is used to allow for confirmation of student identity, locking of browser/document access as well as a system where automatic camera shots can be taken through the camera of the students computer verifying identity and therefore no way to determine plagiarism or collusion. Any such use would be for trial purposes only and subsequently revisited with the next review of this policy.

8.17 In cases defined below in point 8.18 the examination will be considered as a first sitting with students having the ability to obtain full marks from the paper.

8.18 Exceptional circumstances shall be defined as:

- Certified exceptional circumstances (which resulted in students being unable to sit exams at the Institute);
- Engaged in certified, active military service that requires them to be away from ITS;
- Representing a home nation at an international sporting event;
- An Erasmus student who had a referral after sitting for the first exam in Malta;
- Severe illness or death of a close family member (which resulted in students being unable to sit exams at the Institute)

8.19 Exceptional Circumstances as detailed above notwithstanding, the Registrar may also request the Board to allow special consideration for point 8.17 to be applied to students where in the Registrar's opinion a unique set of circumstances exist that whilst they may not fit the letter of point 8.18 above they do fit the spirit. Such requests will need to be accompanied by a detailed explanation as to why such approval should be given.

Section 9: Students requiring access arrangements:

9.1 Students requesting access arrangements must have the proper reports and documentation filed at the Registrar's Office to qualify for such support. Students who do not disclose or request access arrangements prior to an exam sitting have no right to claim for such after the exam has been held. It is the obligation of the student to inform the Institute's prior before to qualify for special treatment.

9.2 Students requiring access arrangements will be in principal provided with all reasonable support possible, provided that such support does not differ the learning outcomes being tested from the standard paper.

9.3 Access arrangements may be requested in any situation presented in the documentation provided above and can take the form of a number of options as recommended by the Registrar these include but are not limited to;

9.3.1 An adapted paper. Which is one whereby the examination paper is amended in a way that the student who is entitled to such arrangements start off the exam on a level playing field. Adaptations may range from simple font size changes and page formatting to extra time or a complete restructuring of the paper or anything in between.

9.3.2 Assignment of a reader. Such reader has to be approved by the PVQB and should be qualified to do such an assignment. There will be one reader per student and in case there are more students with special needs then each student will be allocated a different room.

9.3.3 Use of a Computer which may have certain software limitation is in principal allowed, a scribe maybe used where a computer is not a practical consideration. Such person would need to be approved by the PVQB and should be qualified to do such an assignment.

9.3.4 Practical Exam support adaptation, may take the form of a prompter/reader or support of a learning coach during an exam, assistance in the preparation of working plans etc. In extreme cases it may also include the removal or substitution of certain tasks/dishes.

9.3.4.1 In such cases the board will advise whether from a curricular aspect removal or substitution of certain tasks/dishes is equivalent to lowering the assessment level. The Board may suggest a weighting or points reduction to be applied or the rejection/limitation of such a requested adaptation.

9.4 Adaptations are NOT to be considered as simpler papers for any intent or purpose. The learning outcomes being tested in the examination papers, whether adapted or not, need to remain identical.

9.5 Such students requiring access arrangement will normally be removed from the entire class and will have their exam session in a designated room to assist them further.

9.6 In addition, any additional support such as a reader or learning coach students will also have an invigilator/s present to conduct the exam process as per this policy.

9.7 Adapted / amended examination requests can only be approved by the Registrar (in the capacity of the person responsible for the Student Support Department as well as in their capacity as Registrar)

9.8 The Examinations Board has every right to vet the adapted papers/practical exam adaptation if they so wish and decide whether from a curricular aspect these papers are acceptable for the level they are testing. In cases where the Examination Board has concerns that the assessment level is being reduced/ lowered the board has the right to reject such adaptations and request an amended paper be resubmitted for approval or they may accept such adaptations as long as a set weighting is applied.

9.9 Students with conditions and/or disabilities and/or diverse needs do not automatically qualify for an adapted paper.

9.10 By default, adapted papers need to be considered for students who are on an alternative programme (approved by the DoS and by Registrar) as well as for students whereby the psychological / medical report defines clearly the need for such adaptations.

9.11 This also means that students that are NOT on an alternative programme and do NOT have any evidence of such recommendations from a professional medical consultant / psychologist do not qualify for adaptations.

9.12 Any adaptation not listed above is not to be excluded from being provided so long as the principal of keeping the learning outcomes being tested in the examination papers, whether adapted or not identical.

9.13 Upon completion of the exam, the registrar after completing their reconciliations, is to place papers that were special, with the rest of the class papers. This is to avoid any identification who were the special cases, in order to ensure a complete fair exam for all.

9.14 In cases where an agreement on an adaptation to be provided cannot be reached, the examination board shall request the Registrar to consult with the Commission for the Rights of Persons with Disability (CRPD) and provide such guidance to the board in order to inform their decision.

Section 10: Appeals

10.1 The appeals policy is now detailed in full within Appendix III - Revision of Examinations / Assessments of the ITS Rules and Regulations.

Section 11: External Examiners

11.1 Practical sessions will have the presence of one or more external examiners to adjudge the mark as laid out in the practical exam section.

11.2 All external examiners are subject to the approval of the Examination Board, which has to be done in good time prior to each exam session. Academic Management is required to select and forward the names and CV of the external examiners to be used in the upcoming session, the latter if a new individual is being engaged.

11.3 External examiners must specify immediately any familiarity or relationship that exists with any student within the ITS. Familiarity implies that up to 12 months preceding the exam the student in question used to work in an establishment under one's supervision. As regards to relatives this applies to son/daughter, brother/sister, cousin, Nieces/Nephew and grandchildren.

11.4 The External Assessors must sign a declaration of Impartiality, provided by the office of registrar confirming no conflict prior to each exam session – this should then be submitted together with the marking sheets to Registrar. To aid this process, where possible, the Examiner will be advised in advance the names of the students to be assessed by them.

11.5 Academic management will prepare a report on the performance, non-attendance and overall deportment of the said external assessors in the past exam session. This will be taken into account when the Examination Board reviews the assessors being recommended for use in a forthcoming session.

11.6 The external examiners will be called in for all practical exams as laid out in section 4 of this document.

11.7 Interviews by the Institute are carried out to select the external assessors following the applicable rules and regulations, their recommendations are then followed to the Examination Board. The decision of the Examination Board shall be final in relation to the approval or rejection of any assessor.

11.8 In respect to Tour guiding Practical examinations, since the Malta Tourism Authority is a licencing body, that grants the licence to the Tour Guides; it is understood that the say of the MTA is significant however it is the sole responsibility of the Institute of Tourism Studies to appoint said external examiners.

Policy 12: Examination Schedule process

The examination schedule shall be prepared by the Scheduling Office within the Registrar's department.

12.1 Papers Preparation:

Papers must be prepared and worked by the respective lecturer or module leader and presented to the Examination Board with the relevant programme coordinator in copy as per the deadlines on the academic calendar. For examinations not taking place during the normal time window these must be presented to the Examination Board at least 60 days prior to the exam being sat, it will be for the board to decide to the timescale for review of such papers.

12.2 Paper Vetting:

The exam papers will be vetted to ensure compliance to the policy terms and other obligatory requirements as per section 3.6 of this policy. This process shall act as an Internal Verification procedure as such, papers requiring changes should have those changes requested listed on the relevant report

12.3 Examination day;

Lecturer or module leader on the day when their paper is being actioned, must be available on a call basis or within the whereabouts of the Institute to ensure a harmonious examination process.

12.4 Collection of Papers;

After the examination, once the registrar's office has taken account of the reconciliations necessary with respect to completion, the examiners can pick up the papers for marking. In cases where the subject is lectured by more than one lecturer, then it is the duty of the registrar to distribute them amongst the exam markers.

12.5 Results

The Examiners must return their results for the marked papers as highlighted in the academic calendar which normally sets the dates at the end of the administration week in February for the January session, or before the end of June for the June session. Each examination has a 10-day allowance from its date of sitting.

12.6 Review of results:

After each exam session a review is to be conducted regarding the examinations sat. An external body should be asked to review a sample of papers in order to check their suitability for the level being tested as well as the accuracy and consistency of the marking. In this way the papers will have undergone an analysis by an external verifier, and such analysis should eventually be benchmarked to previous sittings by academic management. This process is to ensure the continuous improvement

of the examination technique and methods used. A report should be presented to the Chief Operating Officer Academia, the Quality Assurance Department and Examination Board in good time prior to the next examination session and feedback should be passed on by academic management to all lecturers concerned.

Appendix A: Language Paper Examination Structure

Examination policy – Foreign Languages

A1 Basic Language is divided into two papers:

Paper 1:

Listening comprehension	25%
Speaking/Oral	25%
Subtotal	50%

Paper 2: (One-hour duration)

Reading comprehension	25%
Writing tasks + grammar	25% (around 50 words in length)
Subtotal	50%

Total Paper 1 & 2 **100%**

A2 Reinforcement Language is divided into two papers:

Paper 1:

Listening comprehension	25%
Speaking/Oral	25%
Subtotal	50%

Paper 2: (One hour 30 min duration)

Reading comprehension	25%
Writing tasks + grammar	25% (around 100 words in length)
Subtotal	50%

Total Paper 1 & 2 **100%**

B1 Consolidation Language is divided into two papers:

Paper 1:

Listening comprehension	25%
Speaking/Oral	25%
Subtotal	50%

INSTITUTE OF TOURISM STUDIES

Paper 2: (Two-hour duration)

Reading comprehensions	25%
Writing tasks + grammar	25% (around 150 words in length)
Subtotal	50%

Total Paper 1 & 2 100%

B2 Proficiency (Mainly HND Tour Guiding):

One paper (Three-hour duration)

Reading comprehension	25%
Grammar	25%
Writing tasks	50% (around 200 words in length)

B2 Field Studies (HND Tour Guiding)

Oral Exam 100% (this is carried out onsite)

Examination policy - English

A2 Foundation English

One paper (1-hour duration)

Reading comprehension	33%
Writing tasks	33% (around 100 words in length)
Grammar	33%
Total	100%

C1 HND English

One paper (3-hour duration)

Vocabulary and grammar tasks	60%
Narrative writing tasks	20% (around 250 - 300 words in length)
Descriptive writing tasks	20% (around 250 - 300 words in length)
Total	100%