

EXAM

CODE: P012

Section: Exam

Policy Owner: BOG

Procedure Owner: CEO

POLICY

The Policy of the board of Governors is to ensure that examinations at the Institute are administered and conducted in a professional manner which rewards higher reputation to the Institute and to the student, who successfully accomplish these tasks.

Policy 1 – General Examination Requirements:

1.1 Examinations run at the Institute are run by the Examination invigilators in conjunction with the registrar's office, from amongst the pool of ITS tutors, or from assigned individuals who are called from other Educational bodies within the Ministry of Education/Tourism. These individuals should be familiar with the policy regarding invigilation and should confirm their understanding of the policy by returning a signed copy as an understanding of such policy.

1.2 Courses that follow the Academic Calendar must hold all examinations during the approved examination periods. Only courses with exemptions from the Academic Calendar can request examinations outside of the examination periods.

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

1.4 The module leader should be present for the duration of the reading time only. If necessary, it is their responsibility to arrange attendance by an alternative member of staff. The module leader should be contactable by phone during the examination. If the module leader is not contactable by phone and a student raises a query, the Chief Invigilator will inform the student(s) and will advise them to explain their query and how they are interpreting the question in their answer book.

1.5 Where there is more than one examination in a venue, the desks will be numbered and a seating plan placed at the door so that the students can find their desk.

1.6 Clocks will be visible in all venues.

1.7 Examination must be of duration 1 hour plus 10 minutes reading time, 2 hours plus 10 minutes reading time or 3 hours plus 15 minutes reading time only.

1.8 Module leaders 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 to return at the end of the exam.

Policy 2 - Student Conduct

2.1 Students must always be accompanied by their Identity card and student card during the examination. Students must complete and sign the attendance form and place it on the desk for collection by the invigilator.

2.2 Abusive behaviour towards any Institute staff or approved staff during the examination will not be tolerated;

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 examination notice and reporting any errors to the Registrar;

2.5 Students must attend the venue listed on the timetables, and arrive at least 15minutes before the start of the examination at all venues; other such as MLK 25 minutes is recommended;

2.6 Students will normally be permitted to enter the examination room in the first 30 minutes of the examination (including any period of reading time as appropriate);

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

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

2.9 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 obtain it for them;

2.10 Students must switch off mobile phones and other electronic devices, and place them with their belongings in the designated area, or in the plastic box provided. If a student is found in possession of a mobile phone or any other unauthorised materials during the examination they will be deemed to be contravening the examination regulations;

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2.11 Students must remove their watches and place it with their phone, purse/wallet and keys in the designated area or in the plastic container provided. No other items are permitted in the plastic box.

2.12 Only the following items are permitted on a student's examination desk; a clear pencil case containing: a few pens and pencils, a rubber, a pencil sharpener, and a ruler; and a 500ml clear unlabelled bottle of water. It will not be possible to refill this bottle during the examination.

2.13 Examination are marked anonymously, therefore, student must enter their student number where required on the examination answer booklet.

2.14 Students may not open question papers until instructed to do so.

2.15 All examinations have reading time. Students should use this time to read all questions and ask any questions they may have doubt about them during this period. They may write on their question paper at this time but not in their answer booklet.

2.16 All rough work must be written in the answer book provided. A line should be drawn through such rough work to indicate to the examiner that it is not part of the work to be marked.

2.17 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.

2.18 Students found to be disruptive, copying, cheating, communicating with another student, or using any unauthorised materials may be expelled from the room. A written report on the incident will be submitted by the invigilator to the assessment board.

2.19 Students are not permitted to leave the venue during the first 30 minutes or the last 15 minutes of the examination. For examination of up to 1 hr 10 minutes, if you leave outside of this period you will not be permitted to return. Should any student have to leave the examination room for personal reasons, they must be accompanied by an invigilator.

2.20 If a students have to attend for personal needs, they must carry out the need as quickly as possible. Prior leaving, they must sign the sheet to identify the leaving and returning time.

2.21 Silence should prevail even outside the examination room, if the student intends to return to continue the examination after attending one's personal needs, they must not stop to talk with no one, not even lecturers.

2.22 Any student who leaves the room unattended will not be allowed to return to the room.

2.23 Students must ensure by the end of the examination that the front cover of the answer book has been completed, any additional sheets have been securely attached to the answer book with the tag provided and that their details have been entered on each additional sheet.

2.24 In the event of sickness, should the student feel unfit to continue the examination, the student must remain seated and raise their hand to attract the attention of the invigilator.

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

2.26 Students must remain seated and silent until all script have been collected and counted and the invigilator gives the signal to leave the room.

Policy 3 - Theoretical Examination papers:

3.1 This policy deals with written examinations involving languages and theoretical subjects. For subjects that would involve practice session, there is an adjacent policy dealing with them on purpose. Please follow: Practical examination policy – (Policy 4).

3.2 All examination papers are to be designed and written by the subject leader in conformity with the terms set out below. Furthermore they should be subject to a check by another subject leader or in the absence the Course co-ordinator should hold a follow up. It is advisable that the paper is tested prior launched to the students in order to avoid ambiguity at the examination date. In such cases a worked out paper should be available so that in case of an appeal this will be passed over to the board reviewing the paper. (Policy 10)

3.3 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.

3.4 This policy is not applicable to students following a Foundation programme. They will be assessed on the 100% coursework except for two examinations held in June for English language and Mathematics.

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3.5 Examinations are split into more than one paper either of 1 hour or 2 hour or 3 hour session.

3.6 The mark awarded to the written theoretical examination together with the mark gained in the practical session where applicable will make up either 40% of the final mark or 60% of the final mark. Nevertheless each exam will be marked out of 100%. The pass mark set for the exams to be a pass should be either or exceeds 50% of the mark.

3.7 The exams are split into three segments. Each segment will be further expound to enable a student exercise one's absorption of skill or knowledge over the period being present at the Institute of Tourism Studies. The segments involved are the following:

- Segment 1 Languages (Excluding English).
- Segment 2 English Language.
- Segment 3 All other Theoretical Modules.

These are explained further below.

3.8 Segment 1 – Languages: the languages are excluding English and are divided into 4 levels namely Basic (A1), Reinforcement (A2), Consolidation (B1) and Tour Guiding (B2).

3.8.1 A1 Basic Language is divided into two papers namely:

Paper 1:	
Listening comprehension	25%
Speaking/Oral	25%
Subtotal	50%

Paper 1 will be held one week before the exams;

Paper 2: (One hour duration)		
Reading comprehension	25%	
Writing tasks;	25%	(the writing task will require the production of not less than 50 words).
Subtotal	50%	
Total Paper 1 & 2	100%	

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3.8.2 (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	25%	(the writing task will require the production of not less than 100 words)
Subtotal	50%	
Total Paper 1 & 2	100%	

3.8.3 (B1) Consolidation Language is divided into two papers:

Paper 1:		
Listening comprehension	25%	
Speaking/Oral	25%	
Subtotal	50%	
Paper 2: (Two hours duration)		
Reading comprehension	25%	
Writing tasks	25%	(the writing task will require the production of not less than 150 words)
Subtotal	50%	
Total Paper 1 & 2	100%	

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3.8.4 Tour Guiding – HND language:

Module 1:		
Oral	100%	(this is carried out of site)
Module 2		(Three hours duration)
Writing tasks and reading comprehension	100%	
Total Module 1 & 2	200%	

3.9 Segment 2 – English language: for exam purposes the subject is divided into three levels namely:

A1: (Foundation); B2: (English for HND in HM students over 28 hours); and C1 (Tourism English for Tour Guiding students – over 84 hours for the three semester module delivered to full time students and over 56 hours regarding the two semester module for the part time students).

3.9.1 A1 English - Foundation Level:

At this level the mark for the exam will be calculated at 60% Coursework and 40% end of year exam.

Reading Comprehension:	34%
Grammar Section	33%
Open Writing (100 words)	33%
Total	100%

3.9.2 B2 – HND IN HM students –the exam will have a duration of 2.50 hours

Reading comprehension passage	20%
Vocabulary and grammar exercise	60%
Writing task of around 200 words	20%
Total	100%

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3.9.3 C1 English – Three Semester Module:

This exam has a duration of 3.0 hours. The examination will be made up as follows:

Vocabulary and grammar exercises	50%
Descriptive writing task of not less than 250 words	10%
Narrative writing task of not less than 300 words	15%
British Culture section:	
Short knowledge-based questions and answers ;(fill in the blanks)	10%
Writing task of not less than 250 words	15%
Total	100%

3.9.4 C1 English – Two Semester Module:

This exam will be along a duration of three hours. The details are as follows:

Reading comprehension passage	20%
Vocabulary and grammar exercises	45%
Narrative writing task of not less than 300 words	20%
Descriptive writing task of not less than 250 words	15%
Total	100%

3.10 Segment 3 – All Other Theoretical Modules: within this segment the three levels will be treated, that is Certificate, Diploma, and Higher National Diploma. Common criteria would be that there should be a balanced set of questions and exercises whereby the student could demonstrate one's learning for that particular subject. In this respect questions carrying more than 45% of the mark should either be split into a set of smaller questions where the student could attempt and at least gain some marks or given a different set of question altogether.

3.10.1 Certificate level Exam will be of an hour duration and the examination criteria will be examined over two of the following at least:

- Multiple Choice/ True or false; (Marks Not > 1)
- Fill in the blanks;
- Diagrams or pictures;

The exam should be challenging and the student should refrain from the necessity to relay on learning things by heart; but questions should be worked out through reasoning.

Multiple choice/True or False questions should not carry more than 1 mark per question. Furthermore such questions should be challenging.

The type of questions asked should be well balanced in trend at the current time of the exam. Also the composition of the exam should be balanced amongst the type of questions asked. The marking for the exam should reflect a balanced approach in favour of the student.

3.10.2 Diploma level exam will be of two hours duration and it will be split into two sections. The two sections will carry equal sharing of marks that is 50% each. Section A will require students to tackle any two of the following exercises:

- Multiple Choice/ True or false; (Marks Not >1)
- Fill in the blanks;
- Diagrams or pictures;

The exam should be constructed in a manner to give the student empowerment to demonstrate what one has actually learnt at the Institute.

In addition to section A, the student will have to handle Section B which should be made up of various questions on the topic/subject lectured through the previous semester/s. The question should address be related to mechanical or situational problems that might be encountered within the industry. There should be a good coverage of the module by the questions poised. The make- up of this section might have a number of obligatory questions or the student is given an option to select from the exam paper. Notwithstanding this no question presented should have a higher marking scheme than 45%. A set of questions making up 45% is allowable, however it should enable the student to be able to score some marks during the exam attempt.

3.10.3 Higher National Diploma exam will have a maximum duration of three hours, but could go down to two hours and a half especially if the module is a one semester totalling 14 hours. The exam paper should have the following:

Section A: (10% marks allocation)

Multiple choice/True or False (Marks Not >1); Diagrams
Pictures;

Fill in the blanks.

Section B: (45% marks allocation) Short answers question;

Section C: (45% marks allocation)

Essay Questions;
Discussion;
Case studies

The examiner could construct one's paper by having either Section A, B and C; or by having Section B and C or made up of Section C only. In the three instances the marks should be allocated to total 100%. In case Section A, B and C are selected then the marks should be allocated as Section A 10%; Section B 45% and Section C 45%.

Case studies used in the examination should be actual and topical, not cases that are outdated.

3.11 All exam papers should be printed using both sides of the paper as a consideration towards our environmental responsibility.

Policy 4 - Practical Examination Sessions:

4.1 This policy deals with practical examination sessions, mainly related to the Food and beverage and Tour guiding carried out during the two examination sessions during the academic year.

4.2 The practical sessions with respect to the Food and beverage Kitchen, larder, pastry, and baking subjects will have all the necessary detail on the examination/work sheet and they will be dealt in the following manner:

4.2.1 Foundation level – Assessed 100% coursework;

4.2.2 Certificate level – Examination will be a 4 hour session;

The student will be examined by two examination officers one from the Institute but does not lecture the student directly and an external examiner.

4.2.3 Diploma level – Examination will be a 5 hour session;

The student will be examined by two examination officers one from the institute, as above does not lecture the student yet and an external examiner.

4.2.4 HND Kitchen and Larder – Examination will be a 3 hour session;

4.2.5 HND Pastry and Baking – Examination will be a 3 hour session.

In the HND stages the student will have three examiners, one will be an Institute officer not directly lecturing the student and two external examiners. Each examiner will be marking the performance of the student separately, afterwards they will discuss the final mark awarded to the student.

Each examination must have a detailed explanation on how the dishes and what activities will be allocated marks.

4.3 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. The practical sessions are conducted as follows:

4.3.1 Foundation level

Assessed 100% coursework;

4.3.2 Certificate level

Examination involving the serving of food and beverage to a table of 2 persons;

4.3.3 Diploma level

Examination involving the serving of food and beverage to a table of 4 persons, within this level students will be examined on various methods such as flambé and various types of cocktails.

4.3.4 HND level

The examination will include the theme nights where the students will need to follow the whole session

In the Certificate, Diploma and HND levels there will be one external examiner, who will be the sole examiner for the session. The examination is carried out in groups of 7 students and for each student a marking sheet is completed.

4.4 For the practical sessions student must be in full uniform plus the necessary documentation called in other sessions. Students must behave in a professional and business like state. In no instance must students demonstrate any signs of familiarity with their tutor or person supervising the practical session.

4.5 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.

4.6 In the case of the Food and beverage service sessions, the practical session will be supervised by an invigilator and an external examiner.

4.7 No results or signs must be divulged by the supervisor during the practical session, and students must refrain from such requests.

4.8 External examiners are selected by the terms stipulated in the examination policy (policy 11)

4.9 During the practical sessions each kitchen student should be allocated a 500ml bottle of water;

4.10 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.

4.11 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.

4.12 Upon completion of the examination in the case of food and beverage preparation, the final display should be photographed by the member of the section so that together with the marking sheet should be retained in case of any potential appeal.

4.13 In all practical examinations, results should not be disclosed by the examiner. All results will be given out by the registrar's office, after the board has authorised the said results.

Policy 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 must be used in large venues.

5.3 Students can be admitted up to 30 minutes after the start of the examination (from the start of the reading time). No extra time will be given for late arrival. Students will not be permitted to enter the room after 30 minutes from the start of the exam.

5.4 Student's identity must be checked against their proof of identity, usually the official Identity Card or and the ITS Card. Student without photo ID will be asked a series of questions which will be used to confirm their identity. This will take time and no extra time will be given to compensate for it.

5.5 Students may only leave the room if they are accompanied by an invigilator. 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. There will be a limit to the number of student who can leave the room at any one time.

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. If any communication continues, the student will be moved to an alternative desk. Any unauthorised material will be confiscated. A report on the suspected misconduct will be attached to the completed script along with any evidence for forwarding to the Board of Discipline. Reference of the incident will be made on the invigilator report form. The board then is responsible for taking action to establish whether there is evidence of misconduct.

5.8 If a candidate is suspected of impersonating a student, the Registrar must be contacted immediately.

5.9 An announcement will be made to advice student when there are 15 minutes remaining and they can no longer leave the exam.

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

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

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

5.13 Students are not permitted to take any examination answer booklets from the venue. All answer booklets, whether used or not, must be returned to the registrar or securely stored.

Policy 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 enter and prior being seated in the examination hall:

6.1 All personal belongings, coats, hats, scarves, bags etc. must be left in the designated area. Switching off the mobile phone. Remove the watch. Place keys, wallet, mobile phone and watch in the plastic bag provided and put in a box in a designated area.

During the seating of the students:

6.2 Compile the attendance slip, place you ID card on your attendance slip and put them both on the corner of your desk. If you do not have your ID card, you must present some other form of identification, such as passport.

6.3 Only the following items are allowed on your desk, a clear pencil case containing a few pens and pencil sharpener, and a ruler, and 500ml clear, unlabelled bottle of water. It will not be possible to refill this bottle during the examination.

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

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

6.6 You are not normally permitted to leave the hall during the first 30 minutes or the last 15 minutes of the examination. For examinations of up to 1 hour, if you leave the room within these period you will not be allowed to return to the examination.

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

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

6.9 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 with a mobile phone, Ipod, Smart Watch, 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:

6.10 The examination will start at (state the actual commencement time) and will last (state the duration of the examination). You will have (state the length of reading time paper) minutes reading time during which time you must read all the way through the question paper. Writing is only permitted on the question paper 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.

6.11 Reading time starts now. You may now start to read your examination question 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:

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

Policy 7 - Fire or other alarms during Examinations:

This policy deals with the eventuality that the examination might be interrupted 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, half way 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. 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 regulation are still in operation and they 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.

7.1.3 Once all staff and students are in the designated area, the chief invigilator should contact the Institute Examination Board as soon as possible.

7.2 The following procedure should be taken if the disruption is less than half an hour:

7.2.1 Students should be informed that they can re-enter the examination room but they may not re-enter the room before the invigilator, and any who attempt to do so will be investigated by their Section.

7.2.2 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.

7.2.3 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.

7.2.4 No student will be admitted to the room more than 10 minutes after the examination has recommenced. Students on returning to their desks, may not start writing again until instructed by the Invigilator.

7.3 The following action should be taken if the period of time exceeds half an hour or the disruption is of a serious nature and it is considered inappropriate for students to continue the examination.

7.3.1 All events should be taken on their individual merits;

7.3.3 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; The decision needs to be then communicated back to the Institute examination Board.

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

7.4 Subsequent action: Invigilators must complete an invigilator Report form which must be submitted to the Institute Examinations board. Details should comprise the following:

7.4.1 The times of when the examination was interrupted;

7.4.2 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;

7.4.3 A note of any student who did not follow the instructions and who was therefore deemed to be in breach of the regulations;2

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

7.4.5 Any other useful comments.

Policy 8 - Sitting deferral/Referral examinations overseas:

8.1 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.

8.2 Exceptional circumstances means:

- Certified exceptional circumstances (which result 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;
- Students on internship;

8.3 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.

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

8.5 Host institutions need to be approved by the Institute of Tourism Studies.

8.6 All first sitting exams will be held in either January or June sessions. Any referral exams will be held in the August session. In case a student misses the resit in August session one might join the upcoming group in the June session.

8.7 In cases where students are on an internship, they may be invited to sit for their resit in the January session. Since their internship will just commence in July and 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 the commencement of the new academic year.

Policy 9 - Students classified with special needs at Examination:

9.1 Students falling into this category have to have the proper paper work filed at the registrar office to qualify for this treatment. Upon their impairment level the student will be tagged to a specific assistance programme. Students who do not disclose their impairment on the commencement have no right to claim after the exam. It is the obligation of the student to inform the Institute's prior before to qualify for special treatment.

9.2 Students with special needs will be allowed paper/duration and support to carry out their exam.

9.3 In some cases the student will be assigned a reader to help them through the paper. 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.

9.4 In the case of individuals impaired due to sight, special papers with special fonts will be provided which will assist the student to read the paper.

9.5 In certain cases the duration of the exam will be prolonged by an extra 30 minutes or so, according to the specific case.

9.6 Such student will be removed from the entire class and will have their exam session in a designated room to assist them further.

9.7 In addition to the reader the students will also have the invigilators to conduct the exam process.

9.8 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.

Policy 10 - Appeals

10.1 This appeal policy deals with written and practical examinations carried out by the institute in January, June or resits of August of each academic year. This appeal policy does not deal with tests or coursework carried out during the semester.

10.2 For an appeal to be valid, it must be carried out within a 5 working days window from the date of issue of the examination result. This date will commence from the date plus one day of the issue of results.

10.3 The appeal has to be done in writing and has to be lodged with the office of the registrar in a sealed envelope. The registrar will issue an acknowledgement note as testimony of receipt of the appeal. It is important that the student has this acknowledgement note in hand for future reference.

10.4 In addition to the appeal for a revision of the result of the examination, there must be accompanying the appeal form a payment of €35.00 which is non-refundable.

10.5 The appeal has to be based on the criteria that a judgement regarding the academic merit of any examination whether practical or theoretical in the opinion of the student such student believes that he/she should be awarded a higher mark.

10.6 In the letter of appeal the student has to provide sufficient grounds why one believes that one should be awarded a higher grade.

10.7 The letter and former examination paper would be forward to the Board of Governors, who in turn would appoint an expert in the respective field to review the entire process.

10.8 In the case of practical examinations, the expert appointed would need to hold meetings with the lead tutor who supervised the examination and have to one's disposition respective marking sheets upon which the examination was carried out. It might also be necessary to pass over video clips and pictures regarding the examination process if the latter was filmed.

10.9 The expert after reviewing the entire process will provide the Board of Governors a detailed report within a window period of 10 days. The report's conclusion should clearly state why there should be a change in the mark or not.

10.10 The student will be notified by the end result by the secretary of the Board, which notification would be final.

Policy 11 - External Examiners

11.1 Practical sessions will have the presence of one or more external examiners to adjudge the mark.

11.2 All external examiners are subject to the approval of the PVQB, which has to be done in a session prior December of the both January and August exams. Each lead examiner of a particular module has to forward the names and CV of the external examiners, the latter if a new individual is being sought.

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 relative implies son/daughter, brother/sister or cousin.

11.4 It is important that relatives and familiarity with these individuals should be limited as much as possible. To this effect also each student must from the onset specify where he works and where he has his placements. In this regard scheduling will avoid collusion between student and external examiner.

11.5 The external examiners will be called in for the following final exams:

11.5.1 Certificate Food & Beverage;

11.5.2 Diploma Food & Beverage;

11.5.3 HND Food & beverage and

11.5.4 HND Tour Guiding;

11.6 As regards the Tour guiding, 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 and binding. To this effect in reference to clause 11.2 above the Malta Tourism Authority is solely requested to present its officer for rectification purposes, and the PVQB accepts such appointment.

Policy 12 - Examination Schedule process

The examination schedule will commence two months in advance.

12.1 Papers Preparation:

Papers must be prepared and worked by the respective examiner and presented to the coordinator at least 60 days prior the examination session, that is by 15th November or 01st April the examination papers must be ready.

12.2 Paper Vetting:

The exam papers will be vetted by an examination review board to ensure compliance to the policy terms and other obligatory requirements. Prior to the printing of the actual exam paper, the lecturer responsible for the paper will be called to vet it for the last time before going out to the print. This will be around a fortnight before the examinations commence. Lecturers must ensure correctness and sensibility of the paper. At all times the examiner is always responsible for the examination paper and its contents.

12.3 Examination day;

Examiners 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 office have 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 course co-ordinator to collect the papers and distribute them amongst the exam markers.

12.5 Results

The Examiners must return their results for the marked papers 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 session a review is to be conducted regarding the examinations sat. Such reporting should be displayed to the students on the notice board, plus handed over to the lecturers for their comments. In this way the papers will be also analysed by an external verifier, and such analysis will be benchmarked to previous sittings and other institutes. This is done to ensure the continuous improvement of the examination technique and methods used.