



# **The Organisation for Tourism and Hospitality Management Examination and Assessment Policy**

## **1. Introduction**

- 1.1 This document brings together the Organisation for Tourism and Hospitality's (OTHM) relevant examination regulations and statements of policy and guidance on examinations and assessment.
- 1.2 The policy explains the procedures that are to be followed in relation to the administration of all OTHM external examinations.
- 1.3 The Organisation for Tourism and Hospitality Management is responsible for the quality and standards of all awards of qualifications, examinations / assessment and certifications.
- 1.4 For the purposes of this document, examination is taken to mean a time-limited and individual assessment task conducted under supervision and within a specified examination period that is defined by OTHM.

## **2. Policy & Scope**

### **2.1 Policy**

- 2.1.1 The purpose of the examination and assessment policy is to ensure the planning and management of examinations and assessment is conducted efficiently and in the best interest of students with clear guidelines for all and students and staff involved in the assessment process.
- 2.1.2 It is the responsibility of everyone involved in the OTHM examination and assessment processes to read, understand and implement this policy.

### **2.2 Scope**

- 2.2.1 This policy applies to all students seeking assessment and / or examination certification and staff involved in and / or responsible for managing that assessment.
- 2.2.3 This policy should be read in conjunction with the OTHM Appeals Policy, certification policy, Access arrangements and special considerations regulations and Guidance relating to students who are eligible for adjustments in examinations.
- 2.2.4 This policy will be reviewed by the Education Director, The Qualifications and Education officer and the Examinations Officer every two years or earlier if necessary.

## **3. General Principles**

- 3.1 All OTHM examinations and assessment shall be consistent with the following general principles:

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- 3.1.1 The assessment process shall be rigorous, transparent and open to external scrutiny.
- 3.1.2. OTHM's assessment policy and procedures, and any associated documentation shall be made available to all OTHM students and staff.
- 3.1.3 The assessment associated with each unit will be kept under review in response to Student, examiner reviews and regulatory requirements.
- 3.1.4 The assessment associated with each qualification shall be graded strictly in accordance with the requirements for units as set out in section 1 of the Regulatory Arrangements for the QCF.
- 3.1.5 All units will be assessed individually and assessment instruments and processes to be free from judgments and have open access
- 3.1.6 The assessment process will ensure continuing compliance with equality and diversity. Especially to minimise subsequent need to make access arrangements, including reasonable adjustments
- 3.1.7 The skills, knowledge and /or understanding of all the learning outcomes against the stated criteria are assessed validly.

## **4. Examination Responsibilities**

- 4.1 The following identifies the main activities in relation to assessment that are normally undertaken by individuals who have been allocated named roles and by relevant functional groups within OTHM. Such roles may be specified in more detail elsewhere and are likely to encompass a wider brief than that described below which is for guidance only with regard to assessments.
- 4.2 The Education Director is responsible for the management of the administration of OTHM examinations and analysis of examination results. He/she will:
  - 4.2.1 Advise on appeals and re-marks.
  - 4.2.2 be responsible for reporting all suspicions or actual incidents of malpractice and will refer to the OTHM document 'Suspected Malpractice Policy'.
  - 4.2.3 Advise the OTHM Board of Directors, Curriculum and Qualifications Manager, Qualifications and Education Officer, Examinations Officer, examiners and other relevant support staff on bi-annual examinations timetables
  - 4.2.4 The Director of Education shall be responsible for the arrangements and conduct of all written examinations held during designated examination periods.
  - 4.2.5 Chairs the OTHM QAAC
  - 4.2.6 Ensures procedures for responding to invigilators and examiners' reports function effectively

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- 4.2.7 Ensures procedures for monitoring the effectiveness of assessment procedures and standards.
- 4.2.8 Oversees Recognition of Prior Learning (RPL) process.
- 4.3 The Qualifications and Education Officer's Role.
  - 4.3.1 Ensures all Examination Papers are produced using the required format; sends draft papers to the appropriate examiners.
  - 4.3.2 The qualifications and education officer, oversees the production of final papers, and sends final paper to Education Director for printing and storage.
  - 4.3.4 Oversee arrangements for moderation of examination papers by examiners.
  - 4.3.5 Monitor responses of examiners comments on examination papers
  - 4.3.6 Monitor all claims for certification
  - 4.3.7 In consultation with the education director, nominate examiners for approval to the OTHM Board of Directors.
  - 4.3.8 In conjunction with the education director, organise the recruitment and training and monitoring of exams invigilators responsible for the conduct of exams.
- 4.4 The Examinations officer is responsible for:
  - 4.4.1 Applying for special consideration for candidates in liaison with Education Director Input of data.
  - 4.4.2 Posting of examination papers.
  - 4.4.3 The Examinations manager will circulate a timetable of all external examinations at dates specified in the published schedule.
  - 4.4.4 Allocate invigilators.
  - 4.4.5 Coordinates the timetable of examination invigilators including arrangements for students with special requirements.
  - 4.4.6 With the input of senior invigilators, reports on the operation of the examinations process to the director of education and chair of the OTHM QAAC and Quality officer.
  - 4.4.7 Ensure that the policy, application form, fee and other relevant guidance is regularly updated and available on the OTHM web.
  - 4.4.8 Oversees the production of an annual calendar for all exams in which students will be involved and communicates regularly with staff concerning imminent deadlines and events;
  - 4.4.9 Receives, checks and stores securely all exam papers and completed scripts;
  - 4.4.10 Administers access arrangements and makes applications for special consideration using the OTHM Access arrangements and special

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considerations regulations and Guidance relating to students who are eligible for adjustments in examinations;

4.4.11 Identifies and manages exam timetable clashes;

4.4.12 Prepares and presents reports to the Examinations Board showing results achieved in relation to expected grades and comparable data for previous years, indicating where future procedural improvements might be made;

### **5. Role of the OTHM Examinations Board**

5.1 The functions of the examinations board include;

5.1.1 Ensuring OTHM's principles of assessment underpin assessment processes and decisions and to confirm that the examination and assessment processes have been carried out in line with regulations.

5.1.2 Monitor the arrangements for assessment and consider the appropriateness of mark ranges in the context of grade standards;

5.2 The OTHM Examination Board meets at the end of each examination period to confirm unit marks, student achievement and awards of qualifications.

5.3 The Board comprises the representatives of examiners, the education director, the qualifications and Educations Officer, the examinations officer under the chairmanship of the chief examiner.

5.4 To ensure that decisions on assessment grades are properly and accurately recorded on the broadsheet of results.

5.5 All decisions of an Examination Board shall be made by majority decision of the board members present (by voting if necessary). In the event of an equality of votes, the Chairperson of the Examination Board shall exercise a casting vote.

5.6 The proceedings and deliberations of Examination Boards are strictly confidential; under no circumstances should any person attending a meeting of an Examination Board disclose to any other person a decision of the Board or any document, information or opinion considered, conveyed or expressed at the meeting.

5.7 The OTHM Diversity and Equity Policy commits the Examinations Board aiming to ensure that no student is unfairly discriminated against as a result of gender, colour, ethnic or national origin, age, social background, disability, religious or political beliefs, family circumstances or sexual orientation

### **6. Senior Invigilators / Invigilators**

6.1 A senior invigilator, appointed by the Examinations Office for each examination session, takes overall responsibility for the conduct of the examination and the invigilation process, including ensuring that the number of examination scripts collected matches the total receipted by departmental representatives. The Senior Invigilators / Invigilators are responsible for:

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- 6.1.1 Collection of examination papers and other material before the start of the examination and their return to the OTHM Examinations Office.
- 6.1.2 The timely start and end of examinations.
- 6.1.3 The conduct of students during examinations and to ensure that the examinations are conducted in accordance with OTHM regulations.
- 6.2 Assisting in the provision of access arrangements as and when required to meet individual student needs.
- 6.3 A full set of information on relevant policies and procedures is distributed to all invigilators in advance of their session and copies are available in each examination room. A copy is also available on the web <http://www.othm.org.uk>
- 6.4 Invigilators play a very important role in the examinations. They are responsible for ensuring that the examinations are conducted in accordance with OTHM procedures, ensuring that students comply with the regulations and for the well being of students during the examination.
- 6.5 Invigilators responsible for;
  - 6.5.1 Familiarising themselves with OTHM requirements including the Regulations for the conduct of examinations,
  - 6.5.2 Accurately observing the time allotted for the examination and reading out the 'rules to candidates' prior to commencing the examination
  - 6.5.3 Ensuring that all examination scripts are collected immediately after the examination and handed to the person responsible for despatching them.
  - 6.5.4 Ensuring compliance with all other regulations relating to the examination.

## **7. The OTHM Student**

- 7.1 Students are those individuals who are registered and working towards a full OTHM qualifications and examinations.
- 7.2 Students are responsible for:
  - 7.2.1 Confirmation and signing of exam entries.
  - 7.2.2 Understanding examination regulations.

## **8. Examiners**

- 8.1 The function of examiners is to assist OTHM in discharging its responsibility by providing assurance in their expert judgement that the standards.
- 8.2 The examiners reports are an important part of OTHM's quality assurance procedures.

## **9. The examinations and Qualifications offered**

- 9.1 The examination and qualifications currently offered by OTHM are:

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Level 4 certificate in Tourism and Hospitality Management

Level 5 Diploma in Tourism and Hospitality Management

Level 6 Diploma in Tourism and Hospitality Management

Level 7 Post Graduate Diploma in Tourism and Hospitality Management

9.2 Level descriptors for the qualifications offered can be found in Appendix I of this document, and on the OTHM website.

### 9.3 The **Level 4 qualifications**

Qualifications at Level 4 are awarded to students who have demonstrated:

- knowledge of the underlying concepts and principles associated with their area(s) of study, and an ability to evaluate and interpret these within the context of that area of study
- an ability to present, evaluate, and interpret qualitative and quantitative data, in order to develop lines of argument and make sound judgments in accordance with basic theories and concepts of their subject(s) of study

Typically, holders of the qualification will be able to:

- evaluate the appropriateness of different approaches to solving problems related to their area(s) of study and/or work
- communicate the results of their study /work accurately and reliably, and with structured and coherent arguments
- undertake further training and develop new skills within a structured and managed environment and holders will have:
- qualities and transferable skills necessary for employment requiring the exercise of some personal responsibility

### 9.4 **Level 5 qualifications**

Qualifications at Level 5 are awarded to students who have demonstrated:

- knowledge and critical understanding of the well-established principles of their area(s) of study, and of the way in which those principles have developed
- ability to apply underlying concepts and principles outside the context in which they were first studied, including, where appropriate, the application of those principles in an employment context

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- knowledge of the main methods of enquiry in the subject(s) relevant to the named award, and ability to evaluate critically the appropriateness of different approaches to solving problems in the field of study
- an understanding of the limits of their knowledge, and how this influences analyses and interpretations based on that knowledge

Typically, holders of the qualification will be able to:

- use a range of established techniques to initiate and undertake critical analysis of information, and to propose solutions to problems arising from that analysis
- effectively communicate information, arguments, and analysis, in a variety of forms, to specialist and non-specialist audiences, and deploy key techniques of the discipline effectively
- undertake further training, develop existing skills, and acquire new competences that will enable them to assume significant responsibility within organisations and holders will have:
- qualities and transferable skills necessary for employment requiring the exercise of personal responsibility and decision-making

**9.5 Level 6 qualifications**

Qualifications at Level 6 are awarded to students who have demonstrated:

- a systematic understanding of key aspects of their field of study, including acquisition of coherent and detailed knowledge, at least some of which is at, or informed by, the forefront of defined aspects of a discipline
- conceptual understanding that enables the student:
  - to devise and sustain arguments, and/or to solve problems, using ideas and techniques, some of which are at the forefront of a discipline
  - to describe and comment upon particular aspects of current research, or equivalent advanced scholarship, in the discipline
- an appreciation of the uncertainty, ambiguity and limits of knowledge
- the ability to manage their own learning, and to make use of scholarly reviews and primary sources (for example, refereed research articles and/or original materials appropriate to the discipline)

Typically, holders of the qualification will be able to:

- apply the methods and techniques that they have learned to review, consolidate, extend and apply their knowledge and understanding, and to initiate and carry out projects

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- critically evaluate arguments, assumptions, abstract concepts and data (that may be incomplete), to make judgements, and to frame appropriate questions to achieve a solution - or identify a range of solutions - to a problem
- communicate information, ideas, problems, and solutions to both specialist and non-specialist audiences and holders will have:
  - the qualities and transferable skills necessary for employment requiring:
  - the exercise of initiative and personal responsibility
  - decision-making in complex and unpredictable contexts
- the learning ability needed to undertake appropriate further training of a professional or equivalent nature

### **9.6 Level 7 qualifications**

Qualifications at Level 7 are awarded to students who have demonstrated:

- a systematic understanding of knowledge, and a critical awareness of current problems and/or new insights, much of which is at, or informed by, the forefront of their academic discipline, field of study, or area of professional practice a comprehensive understanding of techniques applicable to their own research or advanced scholarship
- originality in the application of knowledge, together with a practical understanding of how established techniques of research and enquiry are used to create and interpret knowledge in the discipline
- conceptual understanding that enables the student:
  - to evaluate critically current research and advanced scholarship in the discipline
  - to evaluate methodologies and develop critiques of them and, where appropriate, to propose new hypotheses

Typically, holders of the qualification will be able to:

- deal with complex issues both systematically and creatively, make sound judgments in the absence of complete data, and communicate their conclusions clearly to specialist and non-specialist audiences
- demonstrate self-direction and originality in tackling and solving problems, and act autonomously in planning and implementing tasks at a professional or equivalent level

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- continue to advance their knowledge and understanding, and to develop new skills to a high level and holders will have:
- the qualities and transferable skills necessary for employment requiring:
- the exercise of initiative and personal responsibility
- decision-making in complex and unpredictable situations
- the independent learning ability required for continuing professional development

9.7 The units relating to these qualifications may be found in the OTHM's prospectus and on the OTHM's website.

**10. Conduct of Examinations**

10.1 All OTHM examinations will be conducted in the English language.

10.2 Examinations are scheduled in June and December.

10.3 The length and format of the examination paper for each unit will be agreed at approval or reviews by the relevant panel and will be appropriate to the learning outcomes of the unit and regulatory requirements.

10.4 Examinations may be held within the period 8 am to 8 pm Monday to Friday throughout the examination periods.

10.5 Students may be required to take up to two examinations in one day, but these will normally allow a minimum break of 1.5 hours between examination sessions for students without special arrangements.

**Sample exam dates OTHM Exams December 2010**

	<b>AM</b>	<b>PM</b>
Monday 13 <sup>th</sup> December	10.00 - 1300 Cert 1 H Dip 1	14.30 – 17.30 Dip 6 PG1 (Dynamics)
Tuesday 14 <sup>th</sup> December	Cert 2 H Dip 2	Dip 2 PG2 (Marketing)
Wednesday 15 <sup>th</sup> December	Cert 3 H Dip 3	Dip 3 PG 3 (Human Resources)
Thursday 16 <sup>th</sup> December	Cert 4 H Dip 4	Dip 4

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Friday 17 <sup>th</sup> December	Dip 1	Intro Cert – Please note that this is a 2 hour Exam only (14.30 – 16.30)
	H Dip 5	Dip 5

### **11. Examination entries, Entries details and late entries**

#### **11.1 Entries**

11.1.1 All Examination entries will be made by the due date set

11.1.2 All individual candidate statements of entry or individual timetables will be sent to students by post by the examinations officer

11.1.3 The Examinations Office will accept withdrawals (using the appropriate withdrawal forms), amendments and changes of tier up to the date set by the OTHM.

#### **11.2 Late Entries**

11.2.1 The deadlines for late entries, amendments and withdrawals are set and can be found on the OTHM web pages.

11.2.2 Late entries are permitted, however these are authorised by the Education Director.

11.2.3 The Examinations Officer will accept entry amendments and withdrawals up to the dates set by OTHM. There is a charge for late entries, amendment and withdrawals.

### **12. Examinations Fees**

12.1 Registration and exam fees are normally paid by the Student.

12.2 Late entry or amendment fees are paid by the student responsible for the need to make the change.

#### **12.3 Fee Requirements**

	Qualification level	Cost
12.3.1	Level 4	£40 per unit
12.3.2	Level 5	£40 per unit

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12.3.3	Level 6	£45 per unit and £65 per project
12.3.4	Level 7 Post Graduate Diploma	£150 per unit
12.3.4	Late entries	£20
12.3.5	Resubmission - Level 7 Post Graduate Diploma	£50

### **12.4 Withdrawals**

12.4.1 Students may withdraw from the OTHM examinations at any time. However, the student will be responsible for paying any examination board fee incurred as a result of their withdrawal. Any student wishing to withdraw from an examination must inform the Examinations Officer in writing at the earliest opportunity.

12.4.2 Refund of examination fees will have to be judged according to the individual circumstances and a final decision made by the Education Director.

## **13. Diversity and Equality**

13.1 OTHM is committed to diversity and equality and takes steps at all times and with respect to all its functions, policies and procedures to ensure that no student is discriminated against on grounds of race, disability, gender, religion, sexual orientation or for any other reason.

This includes ensuring that no unnecessary barriers are present which would deny access to candidates who could otherwise enter for examinations and achieve credit and/or qualifications.

OTHM is committed to equality of access to assessment. This commitment applies to all students registered for examination regardless of gender, age, ethnic origin, nationality, creed, sexual orientation, marital status, employment status or disability.

OTHM seeks to ensure that:

- ❖ Examination content and assessment are non-discriminatory and appropriate to the knowledge and skills specified
- ❖ The style and language of OTHM assessment materials and documentation is readily understood and does not reflect stereotypical or biased attitudes
- ❖ All persons associated with the examinations, including examiners, unit writers, exam writers and reviewers follow fair and just processes and procedures.
- ❖ Fair assessment for all students is guaranteed, including for those with particular assessment requirements.

**13.2 The Disability Discrimination Act (DDA), Special needs and access arrangements,**

13.2.1 The Disability Discrimination Act 2005 extends the application of the DDA to general qualifications. All OTHM staff responsible for examinations must ensure that access arrangements and special consideration regulations and guidance are consistent with the law.

13.2.2 Reasonable adjustments will be made, as appropriate for students as indicated in the OTHM Reasonable Adjustments Policy.

13.2.3 Reasonable Adjustments are made in order to take into account the effect of a disability on (or other impediment to) a student's performance.

13.2.4 Adjustments are determined according to the particular needs of the student.

**13.2. Access arrangements**

13.3.1 students who may require access arrangements are identified during the enrolment and registration process.

13.3.2 The Examinations Officer is responsible for submitting completed access arrangement applications.

13.3.3 Access to Fair Assessment Policy and Procedure

- OTHM's provision of access to Fair Assessment takes into consideration the Disability and equal opportunity legislation and the regulatory criteria in OTHM Examinations and assessment process.
- All OTHM assessments are taken under specified conditions; and this provides a greater need for adjustments to assessment arrangements in order to give students access.
- OTHM demonstrates its commitment to ensuring that individual students can access qualifications and assessment as follows:
  - By recognising the diverse needs of students at the stage where qualifications and assessments are designed and developed.
  - Takes a positive approach to the provision of a range of flexible and responsive qualifications and assessment methods. Thus aiming to provide the same access for all students by seeking to remove barriers which may place individuals of different religions and beliefs, racial backgrounds, ages, ability, sexual orientation, gender, political opinion or any other status at a disadvantage.

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- Makes appropriate reasonable adjustments to assessment arrangements wherever this is required to enable access.
- Provides the opportunity for a range of adjustments where special arrangements are still required.
- Ensure that the application of any such arrangements does not give an unfair advantage over other learners or diminish the validity of the assessment process.

13.3.4 The systems and procedures to allow for the provision of access arrangements including reasonable adjustments are as follows:

- The provision of access is organised to reflect the needs of individual students and to also ensure that assessment continues to enable a valid, reliable and that judgements made about achievement of all student outcomes are against the stated assessment criteria.
- The arrangements are made for special consideration to be given to students who experience temporary illness, injury or indisposition at the time of an assessment. This is to allow those students to demonstrate the achievement they are capable of for the units that are subject to special consideration.
- OTHM has a duty to ensure that the integrity of the qualifications, units and assessment is maintained and also the rights of individual students to access qualifications, units and assessment in a way most appropriate for their individual needs are upheld at all times.

13.3.5 Reasonable Adjustment

- The purpose of this procedure reasonable adjustment is defined as any action that helps to reduce the effect of a disability or difficulty that places the student at a substantial disadvantage in the assessment process.
- All reasonable adjustments are approved or set in place before the examinations takes place; they constitute an arrangement to give the student access to the units and qualification. The work produced by the student will be marked in the same way as the work of other students taking the same examinations.

13.3.6 OTHM ensures that the provision of reasonable adjustments does not affect the reliability and validity of the assessment outcomes, but may involve:

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- Changing usual assessment arrangements, for example allowing a student extra time to complete the assessment activity.
- Adapting assessment materials, such as providing materials in Braille when required.
- Providing assistance during assessment, such as a sign language interpreter or a reader if and when required
- Re-organising the assessment room, such as removing visual stimuli for a learner with autism.

13.3.7 The general principles which are applied to decisions about reasonable adjustments are as follows:

- The nature of the reasonable adjustment will be determined according to the assessment needs of the individual learner.
- Arrangements made will not reduce the validity and reliability of the assessment, nor compromise the integrity of the assessment.

### **14. Grading, Results and notifications**

14.1 The qualification grade is calculated through the aggregation of points through the successful achievement of individual units. The number of points available is dependent on the unit grade achieved and the size of the unit as determined by the stipulated guided learning hours. Results will be graded pass, merit and distinction, with notional grade boundaries set as follows:

14.2 Examinations are marked anonymously (i.e.-the script does not have the name of the student on the front sheet).

14.3 The setting and marking of OTHM examinations are subject to standardisation and moderation. The standardisation meeting ensures that the marking criteria cover the student's responses to questions and that every examiner understands and applies it in the same way

#### **14.4 Marking Criteria**

Students' work is marked according to the marking criteria. These marking criteria are a general guide to the kind of considerations that inform the decisions of OTHM examiners. The marks for the paper are taken as the total of the marks for the number of questions that the candidate is required to attempt.

The marking criteria are prepared by the unit assessment writers / senior examiners and considered, together with the relevant questions by a panel which includes:

- Unit assessment writers
- Subject examiners

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- Education Director
- Qualifications and Educations Officer
- Chair of the examinations board.

14.5 The marking criteria include amendments made at the standardisation meeting attended by all examiners and is the criteria which are used in the examination. The assessment criteria and marking criteria are designed to use the full mark range.

14.6 The indicative mark for each question is designed to illustrate some of the material that candidates might refer to (knowledge) and some of the approaches and ideas they might develop (skills) Criteria for deciding marks within a level:

- Depth and precision in the use of factual information
- Depth and originality in the development of an argument
- The extent of the synoptic links
- The quality of written communication (grammar, spelling, punctuation and legibility; an appropriate form and style of writing; clear and coherent organisation of ideas, including the use of specialist vocabulary
- The way the answer is brought together in the conclusion

14.7 Deciding on the final grade for a unit.

14.7.1 Marks are usually given as a percentage. All marks are out of 100. The pass mark for any assessed piece of work is 50%. Students must normally score an overall average of 50% or above to be awarded the unit.

14.8 The numerical mark translates into grades. The following fixed grade boundaries apply to all OTHM examinations as follows:

<b>Grades descriptors</b>	<b>Range of Marks</b>
Distinction	75% and above
Merit	65% - 74%
Pass	50 – 64%
Fail	49 and below

14.9 Grades are awarded following the consideration of a student's work against generic grades criteria, called Grade Descriptors. The Grade Descriptors indicate what level of performance a student must demonstrate to be awarded Pass, Merit or Distinction.

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For example: Each Level 4 unit will be awarded a single grade, either Pass, Merit or Distinction (P, M, D), regardless of the number of questions required to achieve the learning outcomes for the unit.

- 14.10 The students' final grades depend on their total marks for the unit. In particular, A is determined on a students' total marks, not on each component, and the students does not have to obtain 95 marks in each question component in order to gain grade A\* on the unit as a whole.
- 14.11 Final grading occurs only when a unit has been achieved at a level. Examiners decide for each question which grade has been achieved: Pass, Merit or Distinction.
- 14.12 The list of all grades achieved form the 'grade profile' e.g. P, M, and D is used to determine the final grade for a unit.
- 14.13 It is the mid-point of the list of grade achieved (when placed in order of grades) that determines the grade, e.g. P, P, M, D = Merit.
- 14.14 Only the mid-point of the list of grade achieved is used to determine the final grade - no other form of average is permitted.
- 14.15 The award of grades is subject to moderation. The award of grades is additional to the award of credit.

14.16 Recording of grades

Grades are shown on a grade profile, which is presented on the credit transcript

**Example: Arriving at the final grade for a unit**

**Example: Arriving at the final grade for qualification**

Exam question	% Marks awarded
1	20%
2	13%
3	12%
4	11%
<b>Total Marks for unit</b>	<b>56%</b>

Unit	Final Grade for unit
1	P
2	M
3	M
4	D
<b>Grade Profile</b>	<b>P, M, M, D</b> ↑

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<b>Final Grade for unit</b>	<b>Pass</b>	<b>Final Grade for Award</b>	<b>Mid point Merit</b>
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14.17 The marks for the unit are taken as the total of the marks for the number of questions that the candidate is required to attempt.

For example:

- An award with Distinction at Levels 4, 5 or 6 will normally require that a student achieve a final overall mark of at least 75%.
- An award at Levels 4, 5 or 6 with Merit will normally require that a student achieve a final overall mark of at least 65%.
  
- Pass: students will be required to achieve a minimum of 50% of the marks available
- Merit: students will be required to achieve a minimum of 65% of the marks available
  
- Distinction: students will be required to achieve a minimum of 75% of the marks avail.
  
- A grade will be awarded for each unit within a level, which is specified within the rules of combination and is successfully completed by the student.

14.18 Grades will be formally recorded on a grade profile, the credit transcript and final certification.

14.19. OTHM notifies percentage mark and grade in a result letter and records a pass grades on certificates issued following each examination period. Students receive a final qualification certificate on accumulation of enough credit for a qualification.

**14.20 Sample marking criteria**

<b>Mark</b>	<b>Grade</b>	<b>Marking Criteria</b>
<b>85-100%</b>	<b>Distinction</b>	A well-organised, coherent, excellent account which shows critical, and where appropriate original, reasoning revealing wide reading and excellent deductive skills in the analysis of the material.
<b>75-84%</b>	<b>Distinction</b>	A well-organised, full and logical account with a critical evaluation of the relevant material and concepts and providing some evidence of excellent deductive skills.

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<b>65-74%</b>	<b>Merit</b>	A comprehensive and substantial account revealing a good understanding of the relevant material and concepts and showing the ability to apply deductive skills proficiently.
<b>50-64%</b>	<b>Pass</b>	An adequate account revealing a fair understanding of the general principles and concepts and showing the ability to apply deductive skills and some competence.
<b>40-49%</b>	<b>Fail</b>	An incomplete account revealing a basic understanding of the general principles and concepts and containing a limited amount of relevant factual material but with some significant inaccuracies or omissions and showing only a basic ability to apply deductive skills.
<b>30-30%</b>	<b>Fail</b>	A weak and brief account revealing some limited understanding of basic principles but with substantial omissions and/or inaccuracies.
<b>15-29%</b>	<b>Fail</b>	An inadequate account revealing serious misunderstandings, substantial omissions and/or inaccuracies.
<b>0-14%</b>	<b>Fail</b>	A completely inadequate account containing mostly irrelevant material and revealing a complete lack of understanding of basic principles.

**15. Managing invigilators and examination days**

**15.1 Managing Invigilators**

15.1.1 The Education Director is responsible for organising the recruitment invigilators.

15.1.2 The Education Director is responsible for ensuring that invigilators are timetabled and given full induction and instruction.

10.1.3 Invigilators' rates of pay are set by the OTHM Finance Director.

**15.2 Examination Days**

15.2.1 The Examinations Officer is responsible for booking all examination rooms after liaison with other users.

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15.2.2 The Examinations officer will make the question papers, other examination stationery and materials available for the invigilators prior to each examination.

15.2.3 The lead invigilator will start all examinations in accordance with OTHM guidelines.

### **15.3 Exam Venues**

15.3.1 The OTHM Procedure / Instructions for conducting external examination defines an examination venue as a school, college, or other educational establishment, a training organisation, or a large or small company, approved by OTHM for the conduct of its examinations.

15.3.2 A venue may be a single agency, or a 'controlling' agency with one or more associated sites, called satellites, which may include franchise agreements.

15.3.3 The head of an OTHM designated venue is responsible to OTHM for making sure all examinations are conducted to instructions and the qualification specifications.

## **16. Students, Clash Students and Special Consideration**

### **16.1 Students**

16.1.1 OTHM rules on student behaviour apply at all times; these are published in the Student Examination Guidance notes which are issued to all students during at enrolment. This includes rules on the presence of mobile phones and all electronic devices.

16.1.2 Students' personal belongings remain their own responsibility and OTHM accepts no liability for their loss or damage.

16.1.3 Disruptive students are dealt with in accordance with OTHM guidelines.

16.1.4 Students must not leave the examination room until the end of their examination except for a genuine purpose (e.g., to visit the toilet) and must be accompanied by an invigilator. They must return immediately to the examination room.

### **16.2 Clash students**

16.2.1 The examination officer will identify wherever timetabled exam clashes occur and notify students how the exam clash will be resolved

16.2.2 Students also have the responsibility to review their timetable and where they believe their exams will clash, bring this to the attention of the examinations officer.

### **16.3 Special consideration**

16.3.1 Special consideration will be considered should a student be too ill to sit an exam, suffer bereavement or other trauma or be taken ill during the exam itself; or otherwise disadvantaged or disturbed then it is the student's responsibility to notify the examinations officer, or the exam invigilator, to that effect.

16.3.2 Any special consideration claim must be supported by appropriate evidence within five days of the exam, for example a letter from the candidate's doctor.

16.3.3 The Examinations Officer will ensure that a completed special consideration form is sent to OTHM within 7 days of the examination.

- Each request for special consideration will be unique to each student or examination and will be judged on its own merit.
- Special Consideration is given to students who may have suffered temporary illness, injury or adverse circumstances that may have affected their performance immediately before or during an assessment.
- Adjustments to marks will be small in these circumstances, and will be made according to the severity of the difficulty faced by the student.

16.3.4 These guidelines offer some broad principles:

- A student who is fully prepared and present for a scheduled examinations may be eligible for special consideration if:
- Performance in an assessment is affected by circumstances beyond the control of the student for example recent personal illness, accident, bereavement, serious disturbance during the assessment.
- Part of an assessment has been missed due to circumstances beyond the control of the student
- There is a sufficient difference between the part of the assessment to which special consideration is applied and other parts of the qualifications that have been achieved to infer that the student could have performed more successfully in the assessment.

## **17. RESULTS, ENQUIRIES ABOUT RESULTS (EARs) AND ACCESS TO SCRIPTS (ATs)**

### **17.1 Results**

## **(OTHM P010)**

17.1.2 Results are usually issued within eight weeks of the assessment end date, but students must allow for postal delays in receiving their result. OTHM cannot accept responsibility for non delivery by the postal authorities of result letter or certificate.

### **18.1 Enquiries about Results (EARs)**

18.1.1 Students who wish to query their examination results with the OTHM examination boards must notify the Examinations Office no later than 10 days after the notification of results.

### **19. Access to Scripts**

19.1 Assessment scripts and reports and diaries remain at all times the property of OTHM and are not returned to students in any circumstances, nor are they made available to a third party.

19.2 Data Protection Act 1998

Under the terms of the Data Protection Act 1998 assessment students are not entitled to have access to assessment scripts but they are entitled to have access to any comments made on scripts or mark-sheets by assessors. The definition used in the 1998 Data Protection Act for "examination" includes "any process for determining the knowledge, intelligence, skill or ability of a student by reference to his performance in any test, work or other activity".

### **20. Retentions of students assessed work for monitoring**

The procedures for the retentions of students assessed work for monitoring are as follows:

20.1 Records of assessments:

- All records of marking which evidence the breakdown of marks by unit components are retained.
- Moderation records are retained.

20.2 Examination scripts

- Examiners are required to ensure that appropriate and constructive qualitative comments are made on the scripts itself or on a separate feedback sheet.
- All records of feedback sheets are retained.
- All assessment materials /scripts are retained to include the period of time allowed for the submission of an appeal by students
- All scripts are retained in cases where there is evidence plagiarism

20.3 The retained samples of assessed students work reflects:

## **(OTHM P010)**

- The whole mark range
- All work from all examiners in units
- The full of qualifications to which the units are assessed.

### **21. Appeals and disciplinary procedures relating to assessment**

21.1 The organisation for Tourism and Hospitality Management will make arrangements for the hearing of appeals against the decisions of examiners. Details of the procedure will be published to students and will be available to the regulatory authorities

### **22. OTHM Plagiarism Policy**

22.1 The Organisation for Tourism and Hospitality Management (OTHM) carries out assessment and the awards of qualifications and has an obligation the regulatory bodies, its students, employers and society in general to ensure that the qualifications its students receive are a fair and accurate representation of their work, and of the knowledge and skills attained.

22.2 Plagiarism, and other forms of cheating, undermines the value of qualifications for all concerned because they undermine their credibility. If a student passes an assessment, or gets a qualification, by unfair means then this is unfair to those who have achieved the same qualification fairly.

22.3 For these reasons the OTHM will take all appropriate measures to ensure that student work is in fact their own, and that plagiarism and other forms of cheating have not taken place. OTHM will also take appropriate action where plagiarism is detected.

22.4 The Organisation for Tourism and Hospitality Management is therefore committed to:

- Enabling students to avoid plagiarism through a programme of support and education at programme level aligned with OTHM's policy and procedures, and privileging both fairness and consistency of treatment.
- Ensuring that staff has a shared understanding of policy and procedure, and implementing this consistently across qualifications and awards
- the detection of plagiarism and to taking appropriate measures when it is detected including:
  - the implementation of electronic means of plagiarism detection
  - the training of its staff in plagiarism prevention and detection

## **(OTHM P010)**

- informing its students of the OTHM's position on plagiarism, and of the methods being used to aid detection
- engendering in its students an ethos of fairness and appropriate reward for effort expended
- the promotion of effective assessment design and assessment practice
- ensuring that students are properly instructed in what constitutes fair practice and appropriate referencing
- taking disciplinary action as appropriate

### 22.5 Plagiarism detection software

In addition to individual strategies OTHM has subscribed to a plagiarism detection service which can be used by staff to monitor overall levels of plagiaristic activity and where necessary to establish cases where action must be taken.

Checking the whole of a piece of work against centrally held databases and information available through the web is usually achieved using detection software, e.g. Turnitin.

N.B. Turnitin will only be used to screen the work of a group of students once they have been introduced to the system and have had an opportunity to review the results from it.

### 22.6 Actions taken in the event of a case of suspected plagiarism

The actions which can be taken are set out in the OTHM Malpractice Policy.

Students who are suspected of plagiarising have the relevant work and personal circumstances investigated according to approved OTHM procedures.

## **23. Certificates**

23.1 The Organisation for Tourism and Hospitality Management (OTHM) will use the policy of the regulator Ofqual and the Qualifications and Credit Framework (QCF) under the regulatory arrangements for certification of students on completion of their qualifications and awards.

23.2 Certificates will be signed by the Education Director as the designated signatory or other appointed person subject to Ofqual agreement.

***(OTHM P010)***

23.3 Certificates issued will carry the regulatory authority logos for Ofqual, The Welsh Assembly Government and the Council for Curriculum, Examinations and Assessment in Northern Ireland (CCEA) these indicate that the qualification is accredited for England, Wales and Northern Ireland

23.4 Replacement Certificates or duplicate certificates can be issued at a charge of £50 per certificate. All such certificates will be marked "Duplicate".

The OTHM policy and procedures on certificates and replacement certificates are available on the OTHM web pages

Review date: February 2012