

PART ONE - PROGRAMME SPECIFICATION

Course record information

Name and level of final award:	Diploma of Special Study in Tour Guiding (City of Westminster) Diploma of Special Study in Tour Guiding (Clerkenwell and Islington) The above named awards are not Bologna FQ-EHEA first cycle degree or diploma compatible.
Name and level of intermediate awards:	Not applicable
Awarding body/institution:	University of Westminster
Status of awarding body/institution:	Recognised Body
Location of delivery:	Marylebone
Language of delivery and assessment:	English
Course/programme leader:	Andrew Smith
Course URL:	City of Westminster http://www.westminster.ac.uk/courses/professional-and-short/tourism-and-events/diploma-tour-guiding-city-of-westminster Clerkenwell and Islington http://www.westminster.ac.uk/courses/professional-and-short/tourism-and-events/diploma-tour-guiding-clerkenwell-and-islington-tour-guiding
Mode and length of study:	Part-time 1 year
University of Westminster course code:	TGWSTGW – City of Westminster TGCSTGC – Clerkenwell & Islington
JACS code:	N830
UCAS code:	Not applicable
QAA subject benchmarking group:	Hospitality, leisure, sport and tourism
Professional body accreditation:	The courses are supported by two local guides associations. Students who successfully complete the course will be invited to join these associations.
Date of course validation/review:	2011-12
Date of programme specification:	2012-13

Admissions Requirements

One GCE A level or Vocational A level pass or equivalent (as per University regulations). The University will use its discretion to interpret such formal minimum attainment levels in terms of equivalence, with advice from external agencies as appropriate. Applications from non-traditional students, including mature students will be encouraged – and discretion may be used to accept students who show particular promise or particular passion for the courses even if they do not have the minimum entry qualifications. All candidates need to demonstrate an interest in guiding and the potential to become a guide in the future. All applicants will be interviewed to assess these attributes. The interview will require applicants to prepare a short 5 minute presentation on a site of their choice. Candidates will be assessed on their ability to select and present appropriate information. This interview will also be used to assess their level of spoken English. Normally, for those who haven't had secondary education in English candidates will require an IELTS score of 6 to access the courses.

Aims of the course

The courses aim to enhance students' understanding of the practice of tour guiding as well as to develop their knowledge of specific sites and areas. As well as helping students to become effective guides, the courses encourage students to reflect critically on the role of the guide. The specific objectives of the courses are:

1. To advance students' knowledge of the significance, techniques and challenges of tour guiding.
2. To develop students' research skills allowing them to acquire, select and critically evaluate suitable information about places, people and sites.
3. To cultivate effective oral skills so students can engage with a number of varied audiences.

Employment and Further Study Opportunities

The University of Westminster is committed to developing employable graduates by ensuring that career development skills are embedded in all courses.

These courses are designed to assist people who want to work as tour guides in the City of Westminster or Clerkenwell and Islington. The courses are supported by local guiding associations who can also give advice about employment opportunities and further skills development. Students who successfully complete the courses will be invited to join the relevant association. There are opportunities to guide as a volunteer (e.g. at St John's Gate) or to join the rota walks offered by the Clerkenwell & Islington Guides Association (CIGA) or the City of Westminster Guide Lecturers Association (CWGLA).

Some graduates will go on to guide at museums etc, whilst other may set themselves up as micro businesses either alone or in small groups. Basic advice about how to go about doing this will be provided during the course. There are also opportunities for freelance work from various agencies.

Further study is available at City of London Guides Course or other ITG accredited courses. There are also history courses available at City of London, Birkbeck and CityLit.

The University of Westminster courses will provide information to students about these various opportunities. However, students need to be aware that full time employment in guiding is relatively difficult to secure; and it is more likely that graduates will undertake part-time or voluntary work.

Learning Outcomes

On successfully completing the courses students will be able to:

Knowledge and Understanding

1. Demonstrate a good knowledge of the history and character of specific parts of London.
2. Select relevant and appropriate data about contemporary as well as historical themes.

Specific Skills

3. Produce a walking tour of an area within London.
4. Show proficiency in guiding both in an interior site/museum and on a walking tour on the street.

Key Transferable skills

5. Deliver accurate and entertaining presentations for groups.
6. Collect, organise, analyse and interpret historical evidence and information.

Learning, Teaching and Assessment Methods

The courses will be led by academic staff, but taught in conjunction with qualified guides and guide lecturers. Students will attend weekly classroom sessions as well as a series of practical walk sessions undertaken outside the University. A summary of the methods used is given below.

Learning: Group work, independent study

Students will read relevant books, papers and develop materials for walks. Students will prepare presentations in groups on different subjects / areas relevant to the course.

Teaching: Lectures, seminars and practice walks

Weekly classroom sessions in the evenings will involve discussions, presentations and interactive lectures. These are supplemented by regular walks that will take place at weekends (approximately every other weekend during the semester). During these walks students will get the opportunity to learn how to guide effectively and get a chance to practise their own skills.

Assessment: Coursework, examination and assessed walks

Students will undertake a diverse range of assessment tasks. These include formative assessments (coursework, internal walk) that will take place half way through the module as well as summative assessments (examination, external walk) that will take place at the end of the module. Students will also be asked to produce a piece of coursework, where they will design an original walk.

Course structure

Students can choose between two different courses – one that focuses on Westminster and another that focuses on Clerkenwell and Islington. Students are entitled to undertake both courses in separate years, but cannot do both courses simultaneously. Each is customised to reflect the specific characteristics of the area, and the skills needed to guide in that area.

Learning and teaching takes place over two semesters. Assessment is undertaken at regular intervals over the academic year, culminating in an assessed walk and examination at the end of the course.

The Diplomas of Special Study comprise of a single 30-credit module at HE Level 5. Students must pass the requisite module in order to achieve the appropriate award. Students usually study 30 credits in a single academic year.

Module code	Module title	Status	UK credit	ECTS
ATRX551	Tour Guiding in Westminster	Core	30	15
Award of Diploma of Special Study in Tour Guiding (City of Westminster) available				
ATRX550	Tour Guiding in Clerkenwell and Islington	Core	30	15
Award of Diploma of Special Study in Tour Guiding (Clerkenwell and Islington) available				

Academic regulations

The **Diploma of Special Study in Tour Guiding (City of Westminster)** and **Diploma of Special Study in Tour Guiding (Clerkenwell and Islington)** operate in accordance with the University's Academic Regulations and the *Framework for Higher Education Qualifications in England, Wales and Northern Ireland* published by the Quality Assurance Agency for Higher Education (QAA) in 2008.

All students should make sure that they access a copy of the current edition of the general University handbook called Essential Westminster, which is available at westminster.ac.uk/essential-westminster. The following regulations should be read in conjunction with the Modular *Framework for Undergraduate Courses* and relevant sections of the current *Handbook of Academic Regulations*, which is available at westminster.ac.uk/academic-regulations.

Award

To qualify for the award of Diploma of Special Study in Tour Guiding (City of Westminster) or Diploma of Special Study in Tour Guiding (Clerkenwell and Islington) a student must have passed the requisite Level 5 30 credit module.

The University may award:

- a) a Diploma of Special Study with Merit to a student whose average mark from the module contributing to the award is at least 60%;
- b) a Diploma of Special Study with Distinction to a student whose average mark from the module contributing to the award is at least 70%.

Support for Students

Upon arrival, an induction programme will introduce students to the staff responsible for the course, the campus on which they will be studying, the Library and IT facilities and to the Faculty Registry. Students will be provided with the Course Handbook, which provides detailed information about the course. Students are allocated a personal tutor who can provide advice and guidance on academic matters.

Learning support includes four libraries, each holding a collection of resources related to the subjects taught at their Faculty. Students can search the entire library collection online through the Library Search service to find and reserve printed books, and access electronic resources (databases, e-journals, e-books).

Students can choose to study in the libraries, which have areas for silent and group study, desktop computers, laptops for loan, photocopying and printing services. They can also choose from several computer rooms at each campus where desktop computers are available with the general and specialist software that supports the courses taught at their Faculty. Students can also securely connect their own laptops and mobile devices to the University wireless network.

The University uses a Virtual Learning Environment called Blackboard where students access their course materials, and can communicate and collaborate with staff and other students.

[Student Affairs](#) provide advice and guidance on accommodation, financial and legal matters, personal counselling, health and disability issues, careers and the chaplaincy providing multi-faith guidance. The Student Affairs Hub is located at 101 New Cavendish Street, Cavendish House (1st Floor), with an additional office located at the Harrow Campus.

<http://www.westminster.ac.uk/study/new-students/when-you-arrive>

The [University of Westminster Students' Union](#) also provides a range of facilities to support all students during their time at the University. <http://www.uwsu.com/>

Reference Points for the course

Internally

The courses have been developed in line with current University's regulations.
<http://www.westminster.ac.uk/study/current-students/resources/academic-regulations>

The courses have been developed from existing stand alone 30 credit modules (ATRX550 and ATRX551) that were delivered successfully 2010-2012 at the University of Westminster.

Externally

The design of the course has been influenced by discussions over the past 3 years with qualified guides (including blue badge guides) and two guiding associations – the City of Westminster Guide Lecturers Association and the Clerkenwell and Islington Guides Association. The courses have been designed in conjunction with these organisations.

The courses have been formulated in conjunction with relevant guidelines regarding HE benchmarks standards
<http://www.qaa.ac.uk/Publications/InformationAndGuidance/Documents/HLST08.pdf>

and guidelines produced by the ITG regarding guiding qualifications
http://www.itg.org.uk/media/1304/criteria_level_4.pdf

Professional body accreditation

The courses are supported by two local guides associations. Students who successfully complete the course will be invited to join these associations.

Administrative support for this course:

Andy Colley.

Short Course/ Events Coordinator & Web Editor
Tel: 020 7911 5000 ext: 67003
a.colley@westminster.ac.uk

Quality Management and Enhancement

Course Management

The courses will be led by Dr. Andrew Smith smithan@wmin.ac.uk.

Course approval, monitoring and review

The course was initially approved by a University Validation Panel in 2012. The Panel included internal peers from the University and external subject specialists from academia and industry to ensure the comparability of the course to those offered in other Universities and the relevance to employers. Periodic Course Review helps to ensure that the curriculum is up-to-date and that the skills gained on the course continue to be relevant to employers.

The courses are monitored each year by the Faculty to ensure they are running effectively and that issues which might affect the student experience have been appropriately addressed. Staff will consider evidence about the course, including the outcomes from each Course Committee, evidence of student progression and achievement and the reports from External Examiners, to evaluate the effectiveness of the course. The Annual Monitoring Sub-Committee considers the Faculty action plans resulting from this process and the outcomes are reported to the Academic Council, which has overall responsibility for the maintenance of quality and standards in the University.

Student involvement in Quality Assurance and Enhancement

Student feedback is important to the University and student views are taken seriously. Student feedback is gathered in a variety of ways. The most formal mechanism for feedback on the courses is the Course Committee. Student representatives will be elected to sit on the Committee to represent the views of their peer group in various discussions. The University and the Students' Union work together to provide a full induction to the role of the Course Committee.

All students are invited to complete a Course Feedback Questionnaire before the end of the Course. The feedback from this will inform the Course Leader on the effectiveness of the Course and highlight areas that could be enhanced. The University also has an annual Student Experience Survey which elicits feedback from students about their course and University experience.

Students meet with Review Panels when the periodic review of the course is conducted to provide oral feedback on their experience on the course. Student feedback from Course Committees is part of the Faculty's quality assurance evidence base.

Please note – This programme specification provides a concise summary of the main features of the course and the learning outcomes that a student might reasonably be expected to achieve and demonstrate if s/he takes full advantage of the learning opportunities that are provided. This specification should be read in conjunction with the Course Handbook (part 2) provided to students and Module Handbooks (part 3) which provide more detailed information on the specific learning outcomes, content, teaching, learning and assessment methods for each module.