**MARK SHEET – Managing improvement**

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| **Centre Number :** |  | **Centre Name :** |  |
| **Learner Registration No :** |  | **Learner Name:** |  |
| **INSTRUCTIONS FOR ASSESSMENT AND USE OF MARK SHEET** Assessment must be conducted with reference to the assessment criteria (AC). In order to pass the unit, every AC must be met.Assessors will normally award marks for every AC and then total them into a percentage. However, for greater simplicity, there is the option to not use marks at all and merely indicate with a ‘Pass’ or ‘Referral’ in the box (below right). In order to pass the unit every AC must receive a ‘Pass’ **Where marks are awarded according to the degree to which the learner’s evidence in the submission meets each AC, every AC must be met, i.e. receive at least half marks (e.g. min 10/20). Any AC awarded less than the minimum produces an automatic referral for the submission (regardless of the overall mark achieved).** Sufficiency descriptors are provided as guidance. If 20 marks are available for an AC and the evidence in the submission approximates to the ‘pass’ descriptor, that indicates it should attract 10 marks out of 20, if a ‘good pass’ then ca. 15 out of 20. The descriptors are not comprehensive, and cannot be, as there are many ways in which a submission can exceed or fall short of the requirements. | 1. **Learner named above confirms authenticity of submission.**
2. **ILM uses learners’ submissions – on an anonymous basis – for assessment standardisation.  By submitting, I agree that ILM may use this script on condition that all information which may identify me is removed.**

**However, if you are unwilling to allow ILM use your script, please refuse by ticking the box: □** |
| **Learning Outcome / Section 1:** Understand the effectiveness of the organisation and own ability to manage and improve quality to meet customer requirements  |
| **Assessment Criteria (AC)** | **Sufficiency Descriptors***[Typical standard that , if replicated across the whole submission, would produce a referral, borderline pass or good pass result]* | **Assessor feedback on AC** *[comments not necessary in every box]* |
| AC 1.1Critically assess the organisation’s effectiveness in managing quality to meet or exceed customer requirements | **Referral [ca. 9/36]** | **Pass [*18/36*]** | **Good Pass [ca. 27/36]** |  |
| * Quality standards used are generic, are not quantified, or their relevance to the customer requirements of the organisation is not clear
* How the organisation meets or exceeds the standards is described rather than assessed or critically assessed
 | * Quality outcomes are quantified and there is a limited but sufficient critical assessment using quality standards to demonstrate the organisation’s effectiveness in meeting or exceeding customer requirements
 | * Quality outcomes are quantified and there is a detailed critical assessment using quality standards that includes benchmarking to demonstrate the organisation’s effectiveness in meeting the standards
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| / 36(min. of 18) | Pass or Referral |
| AC 1.2Evaluate own ability to manage quality to meet or exceed customer requirements | **Referral [ca. 6/24]** | **Pass [*12/24*]** | **Good Pass [ca. 18/24]** |  |
| * Own ability to manage quality is not addressed, or is described rather than evaluated
 | * Own ability to manage quality is evaluated, and not merely described, in order to reach a conclusion or to make recommendations
 | * Own ability to manage quality is evaluated and benchmarked, and not merely described, in order to reach a conclusion or to make recommendations
 |
| / 24(min. of 12) | Pass or Referral |
| **Assessment comments** (optional): | **Verification comments** (optional): |
| **Learning Outcome / Section 2:** Be able to plan and implement projects to meet, and if possible exceed, customer requirements  |
| **Assessment Criteria (AC)** | **Sufficiency Descriptors***[Typical standard that , if replicated across the whole submission, would produce a referral, borderline pass or good pass result]* | **Assessor feedback on AC** *[comments not necessary in every box]* |
| AC 2.1Develop an improvement plan that is designed to meet and, if possible, exceed customer requirements | **Referral [ca. 6/24]** | **Pass [*12/24*]** | **Good Pass [ca. 18/24]** |  |
| * An improvement plan has not been developed
* An improvement plan has been developed, but the improvement plan is insufficient and/or descriptive, or the improvement plan does not address issues identified in the previous section
 | * A limited but sufficient improvement plan has been developed based on issues identified in the previous section that identifies and prioritises areas for improvement, defines success criteria, and sets targets for improvements to meet, and if possible exceed, customer requirements
 | * A comprehensive improvement plan has been developed based on issues identified in the previous section that identifies and prioritises areas for improvement, defines success criteria, identifies milestones, responsibilities and resources required, and sets targets for improvements to meet, and if possible exceed, customer requirements
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| / 24(min. of 12) | Pass or Referral |
| AC 2.2Implement improvement plans designed to meet or exceed customer requirements | **Referral [ca. 4/16]** | **Pass [*8/16*]** | **Good Pass [ca. 12/16]** |  |
| * No evidence, or insufficient evidence, is provided that an improvement plan(s) has been, or is being, implemented, or the improvement plan is incorrect or inappropriate
 | * Limited but sufficient evidence is provided that a correct and appropriate improvement plan(s) has been, or is being, implemented
 | * Comprehensive evidence is provided that a correct and appropriate improvement plan(s) has been, or is being, implemented and the evidence is benchmarked against the improvement plan(s)
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| / 16(min. of 8) | Pass or Referral |
| **Assessment comments** (optional): | **Verification comments** (optional): |
|  | **/ 100** | **TOTAL MARKS** |

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| **Assessor’s Decision** | **Quality Assurance Use** |
| **Outcome** (*delete as applicable*): **PASS / REFERRAL** | **Signature of Assessor:****Date of QA Check:** | **Outcome** (*delete as applicable*): **PASS / REFERRAL** | **Signature of QA:****Date of QA check:** |