**MARK SHEET – Understanding and developing relationships in the workplace**

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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 needs and/or expectations of others | | | | | | | | | |
| **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** | |
| AC 1.1  Identify and examine the needs and/or expectations of customers, colleagues, key stakeholders and relevant others in the workplace | **Referral [ca. 4/16]** | | **Pass [8/16]** | | **Good Pass [ca. 12/16]** | | |  | |
| * The needs and/or expectations of customers and/or colleagues and/or key stakeholders and/or relevant others in the workplace are not sufficiently identified to enable examination to take place * The needs and/or expectations of customers and/or colleagues and/or key stakeholders and/or relevant others in the workplace are merely stated or listed as opposed to examined * The examination of identified needs and/or expectations of customers and/or colleagues and/or key stakeholders and/or relevant others in the workplace is inappropriate or minimal | | * The needs and/or expectations of customers and colleagues and key stakeholders and relevant others in the workplace are all appropriately identified **and** * An examination is made of the positive and negative features of all of the identified needs and/or expectations although the examination may lack detail | | * The needs and/or expectations of customers and colleagues and key stakeholders and relevant others in the workplace are clearly identified **and** * a thorough and detailed examination is made of the positive and negative features of all of the identified needs and/or expectations | | |
| / 16  (min. of 8) | Pass or Referral |

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| AC 1.2  Explain the importance of knowing what customers, colleagues, key stakeholders and relevant others in the workplace require | **Referral [ca. 4/16]** | **Pass [8/16]** | | | **Good Pass [ca. 12/16]** | | **Assessor feedback on AC** | |
| * The importance of knowing what customers, colleagues, key stakeholders and relevant others in the workplace require is merely stated as opposed to explained * The importance of knowing what customers and/or colleagues and/or key stakeholders and/or relevant others in the workplace require is explained **but** the explanation is incorrect, inappropriate or minimal | * A correct and appropriate explanation is given of the importance of knowing what customers and colleagues and key stakeholders and relevant others in the workplace require although the explanation may be limited | | | * A thorough and detailed explanation is given of the importance of knowing what customers and colleagues and key stakeholders and relevant others in the workplace require | |  | |
| / 16  (min. of 8) | Pass or Referral |
| **Section comments** (optional): | | | | **Verification comments** (optional): | | | | |
| **Learning Outcome / Section 2:** Know how to meet the needs and/or expectations of others | | | | | | | | |
| **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** | |
| AC 2.1  Determine ways of meeting the needs and/or expectations of customers, colleagues, key stakeholders and relevant others in the workplace within organisational constraints | **Referral [ca. 5/20]** | | **Pass [10/20]** | | | **Good Pass [ca. 15/20]** |  | |
| * Ways of meeting the needs and/or expectations of customers and/or colleagues and/or key stakeholders and/or relevant others in the workplace within organisational constraints are not determined or**,** if determined**,** are inappropriate or minimal * Ways of meeting the needs and/or expectations of customers and/or colleagues and/or key stakeholders and/or relevant others in the workplace are determined but do not take into account organisational constraints * Only one way of meeting the needs and/or expectations of customers and/or colleagues and/or key stakeholders and/or relevant others in the workplace within organisational constraints is determined | | * Two or more appropriate ways of meeting the needs and/or expectations of customers and colleagues and key stakeholders and relevant others in the workplace are determined although the organisational constraints may be more implicit than explicit | | | * Several ways of meeting the needs and/or expectations of customers and colleagues and key stakeholders and relevant others in the workplace are determined within explicitly stated organisational constraints |
| / 20  (min. of 10) | Pass or Referral |
| AC 2.2  Explain ways of checking that the needs and/or expectations of others have been met | **Referral [ca. 5/20]** | | **Pass [10/20]** | | | **Good Pass [ca. 15/20]** | **Assessor feedback on AC** | |
| * Ways of checking that the needs and/or expectations of others have been met is merely stated as opposed to explained * An explanation is given of theways of checking that the needs and/or expectations of others have been met **but** the explanation is incorrect, inappropriate or minimal * Only one way is given of checking that the needs and/or expectations of others have been met | | * A correct explanation is given oftwo or moreappropriateways of checking that the needs and/or expectations of others have been met although the explanation may be limited | | | * Several ways of checking that the needs and/or expectations of others have been met ~~is~~ are thoroughly explained in detail |  | |
| / 20  (min. of 10) | Pass or Referral |
| **Section comments** (optional): | | | | **Verification comments** (optional): | | | | |
| **Learning Outcome / Section 3:** Know how to manage relationships where it is not possible to meet the needs and/or expectations of others | | | | | | | | |
| **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** | |
| AC 3.1  Describe ways of dealing with difficult situations where it is not possible to meet the needs and/or expectations of others within organisational guidelines and constraints | **Referral [ca. 7/28]** | **Pass [14/28]** | | | **Good Pass [ca. 21/28]** | |  | |
| * Ways of dealing with difficult situations where it is not possible to meet the needs and/or expectations of others within organisational guidelines and constraints is merely stated as opposed to described * A description is given of the ways of dealing with difficult situations where it is not possible to meet the needs and/or expectations of others within organisational guidelines and/or constraints **but** the description is incorrect, inappropriate or minimal * Only one way is described of dealing with difficult situations where it is not possible to meet the needs and/or expectations of others within organisational guidelines and constraints | * A correct description is given of two or more appropriate ways of dealing with difficult situations where it is not possible to meet the needs and/or expectations of others within organisational guidelines and constraints although the description may be limited and the organisational guidelines or constraints may be more implicit than explicit | | | * A thorough and detailed description is given of several ways of dealing with difficult situations where it is not possible to meet the needs and/or expectations of others within clearly stated organisational guidelines and constraints | |
| / 28  (min. of 14) | Pass or Referral |

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| **Section comments** (optional): | | **Verification comments** (optional): | | | |
|  | | | | **/ 100**  **TOTAL MARKS** | |
| **Assessor’s Decision** | | **Quality Assurance Use** | | | |
| **Outcome** (*delete as applicable*): **PASS / REFERRAL** | **Signature of Assessor:**  **Date:** | | **Outcome** (*delete as applicable*): **PASS / REFERRAL** | | **Signature of QA:**  **Date of QA check:** |