**MARK SHEET – Understanding the communication process 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 nature and importance of the communication process in the workplace | | | | | | | | | |
| **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  Explain the importance of effective communication in the workplace | **Referral [ca. 2/8]** | | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | | |  | |
| * The importance of communication in the workplace is not explained | | * The importance of effective communication in the workplace is briefly explained | | * The importance of effective communication in the workplace is fully explained | | |
| / 8  (min. of 4) | Pass or Referral |
| AC 1.2  Describe the stages in the communication cycle | **Referral [ca. 2/8]** | | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | | | **Assessor feedback on AC** | |
| * The stages in the communication cycle are not described or are only partially described | | * All the stages in the communication cycle are briefly described | | * All the stages in the communication cycle are described in detail. Examples may be included of the various stages to expand the description | | |  | |
| / 8  (min. of 4) | Pass or Referral |

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| AC 1.3  Identify possible barriers to communication in the workplace | **Referral [ca. 2/8]** | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | **Assessor feedback on AC** | |
| * Possible barriers to communication in the workplace are not identified * Only one possible barrier to communication in the workplace is identified | * Two or more possible barriers to communication in the workplace are briefly identified | | * A range of possible barriers to communication in the workplace are identified in detail |  | |
| / 8  (min. of 4) | Pass or Referral |
| AC 1.4  Explain how to overcome a potential barrier to communication | **Referral [ca. 2/8]** | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | **Assessor feedback on AC** | |
| * How to overcome a potential barrier to communication is not explained or if explained is incorrect or incomplete | * An explanation of how to overcome a potential barrier to communication is given, although the explanation may lack detail | | * A detailed explanation of how to overcome a potential barrier to communication is given |  | |
| / 8  (min. of 4) | Pass or Referral |
| **Section comments** (optional): | | | **Verification comments** (optional): | | | |
| **Learning Outcome / Section 2:** Understand the methods of communication | | | | | | |
| **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  Describe the main methods of written and oral communication in the workplace and their uses | **Referral [ca. 3/12]** | **Pass [6/12]** | | **Good Pass [ca. 9/12]** |  | |
| * The main methods of written and oral communication in the workplace and their uses is not described * The main method of only written or only oral communication in the workplace is described * The uses of both written and oral communication in the workplace is not described or only the use of written or only the use of oral is described | * One main method of written and one main method of oral communication in the workplace are briefly described * One use of written and one use of oral communication in the workplace are briefly described | | * One main method of written and one main method of oral communication in the workplace are described in detail * One use of written and one use of oral communication in the workplace are described in detail |
| / 12  (min. of 6) | Pass or Referral |

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| AC 2.2  Identify the main advantages and disadvantages of written methods of communication | **Referral [ca. 2/8]** | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | **Assessor feedback on AC** | |
| * The main advantages and disadvantages of written methods of communication are not identified * Only one main advantage or only one main disadvantage of written methods of communication is identified | * One main advantage and one main disadvantage of written methods of communication are briefly identified | | * One main advantage and one main disadvantage of written methods of communication are fully identified |  | |
| / 8  (min. of 4) | Pass or Referral |
| AC 2.3  Identify the main advantages and disadvantages of oral communication | **Referral [ca. 2/8]** | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | **Assessor feedback on AC** | |
| * The main advantages and disadvantages of oral communication are not identified * Only one main advantage or only one main disadvantage of oral communication is identified | * One main advantage and one main disadvantage of oral communication are briefly identified | | * One main advantage and one main disadvantage of oral communication are fully identified |  | |
| / 8  (min. of 4) | Pass or Referral |
| AC 2.4  Explain how non-verbal communication can influence the effectiveness of oral communication | **Referral [ca. 2/8]** | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | **Assessor feedback on AC** | |
| * An explanation of how non-verbal communication can influence the effectiveness of oral communication is not given or if given is incorrect | * How non-verbal communication can influence the effectiveness of oral communication is explained although the explanation may be limited | | * A detailed explanation of how non-verbal communication can influence the effectiveness of oral communication is given. * Examples may be included to amplify the explanation |  | |
| / 8  (min. of 4) | Pass or Referral |
| AC 2.5  Explain the value of feedback in ensuring effective communication | **Referral [ca. 2/8]** | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | **Assessor feedback on AC** | |
| * The value of feedback in ensuring effective communication is not explained or is incorrect | * The value of feedback in ensuring effective communication is briefly explained | | * The value of feedback in ensuring effective communication is explained in detail |  | |
| / 8  (min. of 4) | Pass or Referral |
| **Section comments** (optional): | | | **Verification comments** (optional): | | | |

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| **Learning Outcome / Section 3:** Be able to assess own effectiveness in communication | | | | | | | | |
| **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  Assess own performance in a frequently used method of communication | **Referral [ca. 4/16]** | | **Pass [8/16]** | | **Good Pass [ca. 12/16]** | |  | |
| * No assessment is undertaken of own performance in a frequently used method of communication * The assessment undertaken is only partially of self or is merely described | | * Limited criteria is used to assess own performance in a frequently used method of communication | | * An appropriate range of criteria are used to assess own performance in a frequently used method of communication | |
| / 16  (min. of 8) | Pass or Referral |
| AC 3.2  Outline actions to improve own performance in communicating | **Referral [ca. 2/8]** | | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | | **Assessor feedback on AC** | |
| * Actions to improve own performance in communicating are not outlined * Only one action to improve own performance in communicating is outlined | | * Two or more actions to improve own performance in communicating are outlined | | * A range of actions to improve own performance in communicating are outlined | |  | |
| / 8  (min. of 4) | Pass or Referral |
| **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:** | |