**MARK SHEET – Solving problems and making decisions**

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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:** Know how to describe a problem, its nature, scope and impact |
| **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 1.1Describe a problem, its nature scope and impact | **Referral [ca. 3/12]** | **Pass [6/12]** | **Good Pass [ca. 9/12]** |  |
| * The problem or improvement opportunity is ill-defined and so is vague or unclear
* There is limited or no consideration of the problem’s scope or impact
 | * The problem or improvement opportunity is described, including both scope (how widespread, how often, etc.) and impact (who, how and/or what it affects) although the description may be limited
 | * The problem or improvement opportunity is well defined and described in detail and both scope and impact are thoroughly described and, if appropriate, quantified
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| / 12(min. of 6) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |
| **Learning Outcome / Section 2:** Know how to gather and interpret information to solve a problem |
| **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** |

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| AC 2.1Gather and interpret information to identify possible solutions to a problem | **Referral [ca. 6/24]** | **Pass [12/24]** | **Good Pass [ca. 18/24]** |  |
| * Little or no evidence of oral or written information having been gathered
* Reference is made to gathering information but that information is not given in the submission
* Information has been gathered and is provided but is not relevant to identifying possible solutions; or merely further describes the problem instead of helping to identify possible solutions; or there is no interpretation to identify possible solutions
 | * Evidence is provided in the submission that oral and/or written information has been gathered to identify possible solutions, and, although the interpretation may be limited, the information is effectively interpreted to identify at least two possible solutions (not including ‘doing nothing”)
 | * Evidence is provided that substantial oral and/or written information has been collected from a variety of sources in order to effectively identify possible solutions
* The gathered information is presented in detail and thoroughly interpreted to clearly identify several possible solutions
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| / 24(min. of 12) | Pass or Referral |
| AC 2.2Prepare a summary of the options providing facts and evidence | **Referral [ca. 4/16]** | **Pass [8/16]** | **Good Pass [ca. 12/16]** | **Assessor feedback on AC** |
| * No options are given
* Options are merely listed as opposed to summarised
* Option summaries are minimal and/or too subjective and not based on facts and/or evidence
 | * At least two options (not including the option of ‘doing nothing’) are summarised, and not merely listed, with the options based on facts and evidence
 | * A range of varied options are thoroughly summarised or described
* The options are clearly based on facts and evidence explicitly arising out of the interpretation of the problem
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| / 16(min. of 8) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |
| **Learning Outcome / Section 3:** Know how to evaluate options to make a decision |
| **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 3.1Apply a simple decision making technique to evaluate options to arrive at the best solution | **Referral [ca. 6/24]** | **Pass [12/24]** | **Good Pass [ca. 18/24]** |  |
| * The best solution is isolated **but** is not one of the options or a combination of them
* A solution is given **but** is merely stated with no evidence of evaluation by using a decision-making technique; and/or no consideration of resource implications in either the option summaries or the decision-making technique
 | * A simple decision-making technique has been used to evaluate options individually or together; **and**
* the decision-making criteria are identified although they may be limited; **and**
* the simple decision-making technique is correctly used to isolate the best solution with some reference to facts to support the decision; **and**
* although it may be limited, resource implications are briefly considered in either the option summaries or the decision-making technique
 | * A decision-making technique has been used to thoroughly evaluate options, individually or together, with the decision-making criteria described
* Options are weighted and ranked to arrive at the best solution with facts to fully support the decision-making, the weightings and rankings
* Resource implications are detailed in both the option summaries and the decision-making technique
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| / 24(min. of 12) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |
| **Learning Outcome / Section 4:** Know how to plan, monitor and review the implementation and communication of decisions  |
| **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 4.1Plan the implementation and communication of the decision | **Referral [ca. 4/16]** | **Pass [8/16]** | **Good Pass [ca. 12/16]** |  |
| * Little or no planning is provided
* The implementation and communication of the decision are merely described as opposed to actually planned
* A plan is given **but** contains no timescales and/or no resources required to implement
* Implementation is planned or communication is planned **but** not both
 | * An action plan is provided that plans both the implementation and communication of the decision, although one or other may be limited; and
* the plan includes time scales and responsibilities and some consideration of the resources required (including people and finance) although this may be limited
 | * A detailed and SMART action plan(s) is provided that fully plans both the implementation and communication of the decision, thoroughly describes responsibilities and details resource requirements (including people and finance)
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| / 16(min. of 8) | Pass or Referral |

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| AC 4.2Describe which monitoring and review techniques could be used to evaluate outcomes | **Referral [ca. 2/8]** | **Pass [4/8]** | **Good Pass [ca. 6/8]** | **Assessor feedback on AC** |
| * Less than two monitoring and review techniques are provided
* At least two monitoring and review techniques are given **but** are merely identified, as opposed to described, and/or are inappropriate or minimal
 | * A description, as opposed to a mere identification, is given of at least two monitoring and review techniques that could be used to evaluate outcome, although the description may be limited
 | * Several appropriate monitoring and review techniques are thoroughly described
* Clear measures of the effectiveness of the outcome are provided, such as milestones
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| / 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:** |