**MARK SHEET – Understanding stress management 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:** Know how to manage stress 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  Examined the causes and impact of stress in the organisation | **Referral [ca. 6/24]** | | **Pass [12/24]** | | **Good Pass [ca. 18/24]** | | |  | |
| * The causes and impact of stress in the organisation are not examined to identify positive and negative features or if examined, are inaccurate or incorrect * Only the causes or only the impact of stress in the organisation is examined but not both * Only one cause and/or impact have been examined | | * Two or more causes and two or more impacts resulting from stress in the organisation are briefly examined | | * A range of causes and a range of impacts resulting from stress in the organisation are examined in detail to fully identify positive and negative features | | |
| / 24  (min. of 12) | Pass or Referral |

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| AC 1.2  Described the symptoms of stress in self and others | **Referral [ca. 5/20]** | **Pass [10/20]** | | **Good Pass [ca. 15/20]** | **Assessor feedback on AC** | |
| * No description is given of the symptoms of stress in self and/or others or if described is inaccurate or incorrect * Only the symptoms of stress in self or only the symptoms in others are described * Only one symptom of stress in self or in others is described | * Two or more symptoms of stress in both self and others are described although the descriptions may be limited | | * A range of symptoms of stress in self and in others are fully described * The various symptoms described are dissimilar in nature |  | |
| / 20  (min. of 10) | Pass or Referral |
| AC 1.3  Explained a practical stress management technique | **Referral [ca. 3/12]** | **Pass [6/12]** | | **Good Pass [ca. 9/12]** | **Assessor feedback on AC** | |
| * A practical stress management technique is not explained or is insufficient, inaccurate or incorrect * The stress management technique selected is inappropriate or is not a recognised approach | * An appropriate and practical stress management technique is explained although the explanation may lack detail | | * An appropriate and practical stress management technique is fully explained |  | |
| / 12  (min. of 6) | Pass or Referral |
| **Section comments** (optional): | | | **Verification comments** (optional): | | | |

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| **Learning Outcome / Section 2:** Understand how to support individuals in the team and minimise stress in 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  Described management responsibilities and actions in relation to work-related stress in the team | **Referral [ca. 5/20]** | | **Pass [10/20]** | | **Good Pass [ca. 15/20]** | |  | |
| * A description of management responsibilities and/or actions in relation to work-related stress in the team are not given or if described are incomplete or inaccurate * Only management responsibilities or only actions in relation to work-related stress in the team are described * Only one management responsibility and/ or only one action in relation to work-related stress in the team is described | | * Two or more management responsibilities and two or more actions in relation to work-related stress in the team are described, although the descriptions may be limited | | * A range of management responsibilities and a range of actions in relation to work-related stress in the team are fully described | |
| / 20  (min. of 10) | Pass or Referral |
| AC 2.2  Explained how and when to provide advice, mentoring or counselling to support individuals in the workplace | **Referral [ca. 6/24]** | | **Pass [12/24]** | | **Good Pass [ca. 18/24]** | | **Assessor feedback on AC** | |
| * An explanation of how and when to provide advice, mentoring or counselling to support individuals in the workplace is not given * An explanation of only how or only when to provide advice, mentoring or counselling to support individuals in the workplace is given | | * How and when to provide advice, mentoring or counselling to support individuals in the workplace is explained although the explanations may lack detail * The explanation considers the provision of advice and mentoring and counselling | | * A detailed explanation of how and when to provide advice, mentoring or counselling to support individuals in the workplace is given * The explanation considers the provision of advice and mentoring and counselling | |  | |
| / 24  (min. of 12) | 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:** | |