**MARK SHEET – Understanding facilities management within the context of an organisation**

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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 trends within facilities management | | | | | | | | | |
| **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 current trends within facilities management | **Referral [ca. 1/4]** | | **Pass [2/4]** | | **Good Pass [ca. 3/4]** | | |  | |
| * Current trends within facilities management are merely listed or stated or described as opposed to explained * Current trends within facilities management are explained but the explanation is incorrect or minimal | | * Current trends within facilities management are correctly explained although the explanation may be limited | | * A thorough and detailed explanation is given of the current trends within facilities management | | |
| / 4  (min. of 2) | Pass or Referral |
| AC 1.2  Identify a potential trend that may benefit own organisation | **Referral [ca. 1/4]** | | **Pass [2/4]** | | **Good Pass [ca. 3/4]** | | | **Assessor feedback on AC** | |
| * A potential trend that may benefit own organisation is not identified * A potential trend that may benefit own organisation is identified **but**  is inappropriate or incorrect | | * A potential trend that may benefit own organisation is identified although the reason for the benefit is more implicit than explicit | | * A potential trend that may benefit own organisation is identified in detail, making the reason for the benefit explicitly clear | | |  | |
| / 4  (min. of 2) | Pass or Referral |

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| AC 1.3  Identify which organisations are considered to be market leaders in terms of facilities management | **Referral [ca. 1/4]** | **Pass [2/4]** | | **Good Pass [ca. 3/4]** | **Assessor feedback on AC** | |
| * The organisations that are considered to be market leaders in terms of facilities management are not identified * The organisations that are considered to be market leaders in terms of facilities management are identified **but** are inappropriate or incorrect * Only one organisation that is considered to be a market leader in terms of facilities management is identified | * Two or more organisations that are considered to be market leaders in terms of facilities management are identified | | * A range of organisations that are considered to be market leaders in terms of facilities management are identified in detail |  | |
| / 4  (min. of 2) | Pass or Referral |
| **Section comments** (optional): | | | **Verification comments** (optional): | | | |
| **Learning Outcome / Section 2:** Understand the importance of facilities management within the context of own organisation | | | | | | |
| **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 organisation’s purpose, its culture, its performance goals and objectives | **Referral [ca. 3/12]** | **Pass [6/12]** | | **Good Pass [ca. 9/12]** |  | |
| * A description of the organisation’s purpose, its culture, its performance goals and objectives is merely stated as opposed to described * A description of the organisation’s purpose and/or its culture and/or its performance goals and/or objectives is given **but** the description is inappropriate or minimal | * An appropriate description of the organisation’s purpose and its culture **and** its performance goals **and** its objectives is given although the description may be limited | | * A thorough and detailed description of the organisation’s purpose and its culture and its performance goals and its objectives is given |
| / 12  (min. of 6) | Pass or Referral |
| AC 2.2  Explain how facilities management can assist the organisation in achieving its purpose | **Referral [ca. 2/8]** | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | **Assessor feedback on AC** | |
| * How facilities management can assist the organisation in achieving its purpose is merely stated or described as opposed to explained * An explanation is given of how facilities management can assist the organisation in achieving its purpose **but** the explanation is incorrect, inappropriate or minimal | * An appropriate explanation is given of how facilities management can assist the organisation in achieving its purpose although the explanation may be limited | | * A thorough and detailed explanation is given of how facilities management can assist the organisation in achieving its purpose |  | |
| / 8  (min. of 4) | Pass or Referral |
| AC 2.3  Describe the structure of the facilities management department in which you work | **Referral [ca. 2/8]** | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | **Assessor feedback on AC** | |
| * The structure of the facilities management department is merely stated as opposed to described * No recognised organisational structure is included in the description of the facilities management department | * The structure of the facilities management department is described and may include an appropriate organisational structure diagram, although the description may be limited and/or the diagram may be simplistic | | * A thorough and detailed description of the facilities management department is given along with an appropriate organisational structure diagram |  | |
| / 8  (min. of 4) | Pass or Referral |
| AC 2.4  Define the role of the facilities manager | **Referral [ca. 2/8]** | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | **Assessor feedback on AC** | |
| * The role of the facilities manager is not defined | * The role of the facilities manager is correctly defined in limited terms | | * A thorough and detailed and definition is given of the role of the facilities manager |  | |
| / 8  (min. of 4) | Pass or Referral |
| AC 2.5  Explain possible consequences of poor and ineffective facilities management | **Referral [ca. 2/8]** | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | **Assessor feedback on AC** | |
| * The possible consequences of poor and ineffective facilities management are merely stated or described as opposed to explained or, if explained, are inappropriate or minimal * Only one consequence of poor and ineffective facilities management is explained | * Two or more appropriate possible consequences of poor and ineffective facilities management are explained although the explanation may be limited | | * Several possible consequences of poor and ineffective facilities management are thoroughly explained in detail |  | |
| / 8  (min. of 4) | Pass or Referral |

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| AC 2.6  Reflect on own ability to influence others to accept both popular and unpopular facilities management actions within the context of own organisation | **Referral [ca. 2/8]** | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | **Assessor feedback on AC** | |
| * No reflection is provided of own ability to influence others to accept popular and/or unpopular facilities management actions within the context of own organisation * Own ability to influence others to accept both popular and unpopular facilities management actions within the context of own organisation is reflected on but the reflection is inappropriate or minimal * Own ability to influence others to accept both popular and unpopular facilities management actions is reflected on but not within the context of own organisation | * Appropriate Reflection is provided of own ability to influence others to accept both popular and unpopular facilities management actions although the context of own organisation may be more implicit than explicit | | * A thorough and detailed reflection is provided of own ability to influence others to accept both popular and unpopular facilities management actions, the context of own organisation being made explicitly clear |  | |
| / 8  (min. of 4) | Pass or Referral |
| **Section comments** (optional): | | | **Verification comments** (optional): | | | |

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| **Learning Outcome / Section 3:** Know how to set team and individual objectives that will ensure effective facilities management in own organisation | | | | | | |
| **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  Explain how to set team and individual objectives that will ensure effective facilities management to support organisational performance | **Referral [ca. 3/12]** | **Pass [6/12]** | | **Good Pass [ca. 9/12]** |  | |
| * How to set team and individual objectives that will ensure effective facilities management to support organisational performance is merely stated as opposed to explained * An explanation is given of how to set team and/or individual objectives that will ensure effective facilities management to support organisational performance **but** it is incorrect, inappropriate or minimal and/or the explanation is not related to organisation performance | * A correct and appropriate explanation is given of how to set both team and individual objectives that will ensure effective facilities management to support organisational performance although the explanation may be limited and the support of organisational performance may be more implicit than explicit | | * A thorough and detailed explanation is given of how to set team and individual SMART objectives that will ensure effective facilities management to explicitly support organisational performance |
| / 12  (min. of 6) | Pass or Referral |
| **Section comments** (optional): | | | **Verification comments** (optional): | | | |
| **Learning Outcome / Section 4:** Understand what external factors could affect facilities management within an organisation | | | | | | |
| **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 4.1  List examples of external factors that could affect facilities management within an organisation | **Referral [ca. 2/8]** | | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | |  | |
| * Examples of external factors that could affect facilities management within an organisation are not listed or, if listed, are inappropriate or incorrect * Only one example of an external factor that could affect facilities management within an organisation is listed | | * Appropriate examples of external factors that could affect facilities management within an organisation are listed | | * A range of appropriate examples of external factors (using a recognised model such as PESTLE) that could affect facilities management within an organisation are listed | |
| / 8  (min. of 4) | Pass or Referral |
| **Section comments** (optional): | | | | **Verification comments** (optional): | | | | |
| **Learning Outcome / Section 5:** Be able to raise the profile of facilities management in the organisation and local community | | | | | | | | |
| **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 5.1  Explain ways in which you could raise the profile of facilities management in your organisation | | **Referral [ca. 2/8]** | **Pass [4/8]** | | **Good Pass [ca. 6/8]** |  | | |
| * An explanation is given of how the profile of facilities management could be raised within the organisation **but** the explanation is incorrect, inappropriate or minimal * How the profile of facilities management could be raised within the organisation is merely stated as opposed to explained | * A correct and appropriate explanation is given of how the profile of facilities management could be raised within the organisation although the explanation may be limited | | * A thorough and detailed explanation is given of how the profile of facilities management could be raised within the organisation |
| / 8  (min. of 4) | | Pass or Referral |

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| AC 5.2  Describe your own organisation, its relationship with the local community and how its standing with stakeholders could be enhanced | **Referral [ca. 2/8]** | | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | | **Assessor feedback on AC** | | |
| * A description is not given of your own organisation and/or its relationship with the local community and/or how its standing with stakeholders could be enhanced or is merely stated as opposed to being described * A description is given of your own organisation and/or its relationship with the local community and/or how its standing with stakeholders could be enhanced but the description is inappropriate or minimal | | * An appropriate description is given of your own organisation **and** its relationship with the local community **and** how its standing with stakeholders could be enhanced although the description may be limited and the links to own organisation may be more implicit than explicit | | * A thorough and detailed description is given of your own organisation and its relationship with the local community and how its standing with stakeholders could be enhanced , the link to own organisation being explicit | |  | | |
| / 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:** | |