**MARK SHEET – Optimising Organisational Capacity and Utilisation**

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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: Be able to evaluate current resource capacity and utilisation in own area of responsibility** |
| **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** *[comments not necessary in every box]* |
| AC 1.1* Assess the capacity and utilisation of resources employed in own area of responsibility
 | **Referral [ca.*6/24*]** | **Pass [*12 marks*]** | **Good Pass [ca. 18/24]** |  |
| * The capacity and utilisation of resources employed in own area of responsibility is not assessed, or the assessment is deficient or inappropriate, or capacity ***or*** utilisation is assessed but not both
* Capacity and utilisation of resources is merely described with no assessment using appropriate criteria to make a judgement as effectiveness and efficiency
 | * A limited but sufficient and correct assessment using appropriate criteria is undertaken of the capacity and utilisation of resources employed in own area of responsibility to make a limited but reasoned judgement as to effectiveness and efficiency
 | * A comprehensive and correct assessment using appropriate criteria is undertaken of the capacity and utilisation of resources employed in own area of responsibility to make a rigorous and well-reasoned judgement as to effectiveness and efficiency
 |
| / 24(min. of 12) | Pass or Referral |
| AC 1.2* Evaluate the factors which impact on resource capacity and utilisation
 | **Referral [ca.*6/24*]** | **Pass [*12 marks*]** | **Good Pass [ca. 18/24]** |  |
| * The factors which impact on resource capacity and utilisation are not evaluated, or the evaluation is deficient or inappropriate, or only one factor is evaluated, or factors are merely described with no evaluation to ascertain and provide conclusions or recommendations as to their impact on resource capacity and utilisation
 | * A limited but sufficient and correct evaluation of two or more factors is undertaken to ascertain and provide limited but reasoned conclusions or recommendations as to their impact on resource capacity and utilisation
 | * A comprehensive and correct evaluation of two or more factors is undertaken to ascertain and provide limited rigorous and well-reasoned conclusions or recommendations as to their impact on resource capacity and utilisation
 |
| / 24(min. of 12) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |
| **Learning Outcome / Section 2: Be able to develop and plan strategies and a business case to improve resource capacity and utilisation** |
| **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** *[comments not necessary in every box]* |
| AC 2.1* Evaluate strategies for improving utilisation of current resources and for increasing or decreasing current resource capacity
 | **Referral [ca.*6/24*]** | **Pass [*12 marks*]** | **Good Pass [ca. 18/24]** |  |
| * Strategies for improving utilisation of current resources and for increasing or decreasing current resource capacity are not evaluated, or are deficient or inappropriate, or only one strategy is evaluated
* Strategies are evaluated for improving utilisation of current resources ***or*** for increasing or decreasing current resource capacity, but not both
* Strategies are merely described with no evaluation to ascertain and provide conclusions or recommendations as to their impact on improving utilisation of current resources and for increasing or decreasing current resource capacity
 | * A limited but sufficient and correct evaluation of two or more appropriate strategies is undertaken to ascertain and provide limited but reasoned conclusions or recommendations as to their impact on improving utilisation of current resources and for increasing or decreasing current resource capacity
 | * A comprehensive and correct evaluation of two or more appropriate strategies is undertaken to ascertain and provide rigorous and well-reasoned conclusions or recommendations as to their impact on improving utilisation of current resources and for increasing or decreasing current resource capacity
 |
| / 24(min. of 12) | Pass or Referral |
| AC 2.2* Prepare a business case to implement changes to resource capacity and resource utilisation to improve the efficiency and effectiveness of operations
 | **Referral [ca.*7/28*]** | **Pass [*14 marks*]** | **Good Pass [ca. 21/28]** |  |
| * A business case for implementing changes to resource capacity and resource utilisation to improve the efficiency and effectiveness of operations is not prepared, or is deficient or inappropriate, or the business case is not based on an evaluation of alternative strategies
* The business case addresses changes to resource capacity ***or*** resource utilisation, but not both
 | * A limited but sufficient and appropriate business case for implementing changes to resource capacity and resource utilisation to improve the efficiency and effectiveness of operations is prepared based on an evaluation of alternative strategies, although additional detail is required for full implementation
 | * A comprehensive and appropriate business case for implementing changes to resource capacity and resource utilisation to improve the efficiency and effectiveness of operations is prepared based on an evaluation of alternative strategies and requires no further detail for full implementation
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| / 28(min. of 14) | 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:** |