**MARK SHEET –Understanding the management of facilities**

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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 facilities management roles and responsibilities and how they contribute to organisational goals  |
| **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 1.1Describe the roles and associated responsibilities for facilities management within own organisation | **Referral [*ca. 5/20*]** | **Pass [*10/20*]** | **Good Pass [*ca. 15/20*]** |  |
| * Roles and associated responsibilities for facilities management within own organisation are not addressed, or are incorrect, or the descriptions are so limited that they do not provide a sufficient overview of the principal features of facilities management within own organisation
* Roles and associated responsibilities are described generically with no focus on own organisation, or roles and associated responsibilities are merely listed with no account of the principal features that describe the roles and associated responsibilities for facilities management in own organisation
 | * A limited but sufficient account of the principal features describes the roles and associated responsibilities for facilities management and is clearly focused on own organisation over a range of appropriate activities, although the range of roles and associated responsibilities may not take full account of both strategic and operational goals
 | * A comprehensive account of the principal features describes the roles and associated responsibilities for facilities management at both strategic and operational levels of own organisation
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| / 20(min. of 10) | Pass or Referral |
| AC 1.2Explain how these roles and responsibilities contribute to the organisation’s strategic and operational goals | **Referral [*ca. 5/20*]** | **Pass [*10/20*]** | **Good Pass [*ca. 15/20*]** |  |
| * How these roles and responsibilities contribute to the organisation’s strategic and operational goals is not addressed, or is incorrect, or the explanation is so limited that it does not provide a sufficient overview of the contribution to the organisation’s strategic and operational goals
* How these roles and responsibilities contribute to the organisation’s strategic and operational goals is described generically with no focus on own organisation, or roles and associated responsibilities are merely listed with no account of the practices that explain their contribution to the organisation’s strategic and operational goals
 | * An account of the practices of these roles and associated responsibilities explains how they contribute to the organisation’s strategic and operational goals, although account may sometimes be subjective, or be based on limited evidence, or the range of roles and associated responsibilities may not take full account of both strategic and operational goals
 | * A wide evidence base is used to provide an objective account of the practices of the roles and associated responsibilities for facilities management that explains how they contribute to own organisation’s strategic ***and*** operational goals
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| / 20(min. of 10) | Pass or Referral |
| AC 1.3Evaluate the effectiveness of own responsibilities in contributing to the organisation’s strategic and operational goals | **Referral [*ca. 5/20*]** | **Pass [*10/20*]** | **Good Pass [*ca. 15/20*]** |  |
| * The contribution of roles and responsibilities to strategic ***or*** operational goals is addressed, but not both
* The effectiveness of own responsibilities in contributing to the organisation’s strategic and operational goals is not addressed, or the effectiveness of the contribution to strategic ***or*** operational goals is addressed, but not both
* How own responsibilities contribute to the organisation’s strategic and operational goals is merely listed or described with no evaluation to provide a conclusion or recommendations as to the effectiveness of the contribution
 | * Appropriate criteria are used to evaluate and provide conclusions or recommendations as to the effectiveness of own responsibilities in contributing to the organisation’s strategic and operational goals, although the evaluation may sometimes be subjective, or be based on limited evidence, or may not take full account of both strategic and operational goals
 | * A wide evidence base and transparent and appropriate objective criteria are used to evaluate and provide conclusions or recommendations as to the effectiveness of own responsibilities in contributing to the organisation’s strategic and operational goals
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| / 20(min. of 10) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |
| **Learning Outcome / Section 2:** Understand how to develop a facilities management plan in 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** *[comments not necessary in every box]* |
| AC 2.1Critically review a facilities management plan for own area of operation | **Referral [*ca. 6/24*]** | **Pass [*12/24*]** | **Good Pass [*ca. 18/24*]** |  |
| * There is no critical review of a facilities management plan for own area of operation; or a facilities management plan is critically reviewed that is not relevant to own area of operation, or is inappropriate for own area of operation
* A facilities management plan for own area of operation is merely described or explained with no critical review using theoretical models, evidence, benchmarking or current best practice to make a judgement leading to recommendations for further actions or improvements
 | * An appropriate combination of theoretical models, evidence, benchmarking or current best practice is used to critically review an appropriate facilities management plan for own area of operation to make a judgement leading to recommendations for further actions or improvements, although the critical review may sometimes be subjective and not always take full account of both strategic and operational goals of the organisation
 | * An appropriate and fully objective combination of theoretical models, evidence, benchmarking or current best practice is used to critically review, taking full account of both strategic and operational goals of the organisation, an appropriate facilities management plan for own area of operation to make a judgement leading to recommendations for further actions or improvements
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| / 24(min. of 12) | Pass or Referral |
| AC 2.2Implement improvements to facilities management plan for own area of operation | **Referral [*ca. 4/16*]** | **Pass [*8/16*]** | **Good Pass [*ca. 12/16*]** |  |
| * No evidence, or insufficient evidence, is provided that improvements to facilities management plan for own area of operation are implemented, or are being implemented, or improvements are inappropriate, or improvements are not based on a critical review of a facilities management plan for own area of operation
 | * Limited but sufficient evidence is provided that appropriate improvements to a facilities management plan for own area of operation are based on a critical review of a facilities management plan for own area of operation and are implemented, or are being implemented, although the implementation may not take full account of both strategic ***and*** operational goals of the organisation
 | * Comprehensive evidence is provided that appropriate improvements to a facilities management plan for own area of operation are based on a critical review of a facilities management plan for own area of operation and are implemented, or are being implemented, and the improvements take full account of both strategic ***and*** operational goals of the organisation
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| / 16(min. of 8) | 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 of QA Check:** | **Outcome** (*delete as applicable*): **PASS / REFERRAL** | **Signature of QA:****Date of QA check:** |