**MARK SHEET –Managing stress and conflict in the 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 the effectiveness of own organisation in dealing with workplace stress and conflict | | | | | | | | | | | | | |
| **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  Evaluate the effectiveness of the organisation in recognising workplace stress and conflict and providing the necessary support mechanisms | **Referral [*ca. 7/28*]** | | **Pass [*14/28*]** | | | **Good Pass [*ca. 21/28*]** | | | | |  | | |
| * Effectiveness of the organisation in recognising workplace stress or effectiveness of the organisation in recognising workplace conflict has been evaluated, but not both * Effectiveness of the organisation in providing necessary support mechanisms for workplace stress or effectiveness of the organisation in providing necessary support mechanisms for workplace conflict has been evaluated, but not both * Effectiveness of the recognition of workplace stress or effectiveness of the recognition of workplace conflict is described rather than evaluated * Effectiveness of providing necessary support mechanisms for workplace stress or effectiveness of providing necessary support mechanisms for workplace conflict is described rather than evaluated * No evidence is provided for the evaluations, or the evidence is inadequate | | * Effectiveness of the organisation in recognising workplace stress and effectiveness of the organisation in recognising workplace conflict have both been evaluated sufficiently using evidence to provide a conclusion or make recommendations * Effectiveness of the provision of necessary support mechanisms for workplace stress and effectiveness of the provision of necessary support mechanisms for workplace conflict have both been evaluated sufficiently using evidence to provide a conclusion or make recommendations | | | * Effectiveness of the organisation in recognising workplace stress and effectiveness of the organisation in recognising workplace conflict have both been evaluated by conducting a systematic evidence-based enquiry to provide a conclusion or make recommendations * Effectiveness of the provision of necessary support mechanisms for workplace stress and effectiveness of the provision of necessary support mechanisms for conflict have both been evaluated by conducting a systematic evidence-based enquiry to provide a conclusion or make recommendations | | | | |
| / 28  (min. of 14) | | Pass or Referral |
| **section comments** (optional): | | | | | **Verification comments** (optional): | | | | | | | | |
| **Learning Outcome / Section 2:** Be able to improve the management of workplace stress and conflict 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 2.1  Plan improvements to the identification and approach to dealing with workplace stress and conflict in own area of responsibility | **Referral [*ca. 6/24*]** | | **Pass [*12/24*]** | | | **Good Pass [*ca. 18/24*]** | | | | |  | | |
| * No plans are provided, or planning is inadequate * Improvements to dealing with workplace stress in own area of responsibility are planned or improvements to dealing with conflict in own area of responsibility are planned, but not both | | * Improvements to dealing with workplace stress in own area of responsibility and improvements to dealing with conflict in own area of responsibility are both planned, although the planning is limited and requires further work for full implementation | | | * Detailed improvements to dealing with workplace stress in own area of responsibility and detailed improvements to dealing with conflict in own area of responsibility are both fully and comprehensively planned with no further work required for full implementation | | | | |
| / 24  (min. of 12) | | Pass or Referral |
| AC 2.2  Implement improvements to the identification and approach to dealing with workplace stress and conflict in own area of responsibility | **Referral [*ca. 5/20*]** | | **Pass [*10/20*]** | | | **Good Pass [*ca. 15/20*]** | | | | |  | | |
| * There is no evidence, or there is insufficient evidence, to indicate improvements to the identification and approach to dealing with workplace stress and conflict in own area of responsibility have been, or are being, implemented | | * Limited but sufficient evidence is provided that improvements to dealing with workplace stress in own area of responsibility and improvements to dealing with conflict in own area of responsibility are both implemented, or both are being implemented | | | * Comprehensive evidence is provided that improvements to dealing with workplace stress in own area of responsibility and improvements to dealing with conflict in own area of responsibility are both implemented, or both are being implemented | | | | |
| / 20  (min. of 10) | | Pass or Referral |
| AC 2.3  Critically evaluate own ability to identify and deal with workplace stress and conflict effectively in own area of responsibility | **Referral [*ca. 7/28*]** | | **Pass [*14/28*]** | | | **Good Pass [*ca. 21/28*]** | | | | |  | | |
| * Own ability to identify and deal with workplace stress and conflict effectively in own area of responsibility is not critically evaluated * Own ability to identify and deal with workplace stress effectively in own area of responsibility is critically evaluated ***or*** own ability to identify and deal with workplace conflict effectively in own area of responsibility is critically evaluated, but not both * Own ability to identify and deal with workplace stress effectively in own area of responsibility is described rather than critically evaluated, or insufficient evidence has been collected to provide a meaningful critical evaluation * Own ability to identify and deal with workplace conflict effectively in own area of responsibility is described rather than critically evaluated, or insufficient evidence has been collected to provide a meaningful critical evaluation | | * Own ability to identify and deal with workplace stress effectively in own area of responsibility and own ability to identify and deal with workplace conflict effectively in own area of responsibility are both critically evaluated, although the critical evaluations are based on limited collections of evidence and/or contain value judgements that weaken the case for the level of ability claimed | | | * Own ability to identify and deal with workplace stress effectively in own area of responsibility and own ability to identify and deal with workplace conflict effectively in own area of responsibility are both critically evaluated using a wide and objective evidence base to provide a detailed and supported judgement for the level of ability claimed | | | | |
| / 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 of QA Check:** | | | **Outcome** (*delete as applicable*): **PASS / REFERRAL** | | | | | **Signature of QA:**  **Date of QA check:** | | | |