**MARK SHEET – Building enterprise support relationships with clients**

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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 1:** Be able to communicate effectively with clients |
| **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 1.1Explain how enterprise concerns can be discussed effectively and confidentially with clients  | **Referral [ca. *3/12*]** | **Pass [*6/12*]** | **Good Pass [ca. 9/12]** |  |
| * How enterprise concerns can be discussed effectively and confidentiality is not explained, or the explanation is incorrect or appropriate, or how they can be discussed effectively ***or*** in a confidential manner is explained but not both, or how enterprise concerns can be discussed with clients is merely stated with no explanation given of how it can be done effectively and confidentially
 | * A limited but correct and appropriate explanation of how enterprise concerns can be discussed effectively and confidentiality using a limited but sufficient range of appropriate interpersonal and communication skills
 | * A detailed, correct and appropriate explanation of how enterprise concerns can be discussed effectively and confidentiality is given with a full and appropriate range of appropriate interpersonal and communication skills
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| / 12(min. of 6) | Pass or Referral |

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| AC 1.2Describe how to provide information, advice and guidance with clients, to ensure their needs are met  | **Referral [ca. *3/12*]** | **Pass [*6/12*]** | **Good Pass [ca. 9/12]** | **Assessor feedback on AC** |
| * How to provide information, advice and guidance with clients to ensure their needs are met is not described or is merely listed with no account of the principal features, or the description is incorrect or inappropriate, or how to provide information ***or*** advice ***or*** guidance is described but not all three
 | * A limited but correct and appropriate description of the principal features of how to provide information, advice and guidance with clients to ensure their needs are met using a limited but sufficient range of appropriate interpersonal and communication skills
 | * A detailed and correct explanation of how to provide information, advice and guidance with clients to ensure their needs are met is given with a full and appropriate range of appropriate interpersonal and communication skills
 |  |
| / 12(min. of 6) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |
| **Learning Outcome 2:** Understand the use of effective consulting techniques |
| **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 2.1Describe appropriate modes of consultation for each stage of the client relationship | **Referral [ca. *4/16*]** | **Pass [*8/16*]** | **Good Pass [ca. 12/16]** |  |
| * Modes of consultation for each stage of the client relationship are not described or are incorrect or inappropriate for the stages, or appropriate modes are only described for some stages of the client relationship but not all, or appropriate modes of consultation are merely listed or stated with no description of their principal features
 | * Limited but correct descriptions of the principal features of appropriate modes of consultation for each stage of the client relationship
 | * Full and correct descriptions of the principal features of appropriate modes of consultation for each stage of the client relationship
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| / 16(min. of 8) | Pass or Referral |

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| AC 2.2Describe how to direct clients to more advantageous services sensitively and confidentially | **Referral [ca. *3/12*]** | **Pass [*6/12*]** | **Good Pass [ca. 9/12]** | **Assessor feedback on AC** |
| * How to direct clients to more advantageous services, sensitively and confidentially is not described or the description is incorrect or inappropriate, or how to direct clients to more advantageous services is described with no consideration of sensitivity or confidentiality, or how to direct clients is merely stated with no description of the principal features for sensitivity and confidentiality
 | * A limited but correct description of the principal features of how to direct clients to more advantageous services sensitively and confidentially, although aspects of sensitively and confidentially lack detail and are implied rather than made explicit
 | * A detailed and correct description of the principal features of how to direct clients to more advantageous services that explicitly addresses all aspects of sensitively and confidentially
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| / 12(min. of 6) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |
| **Learning Outcome 3:** Understand clients’ roles, responsibilities, processes and procedures |
| **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 3.1Explain the client’s roles and responsibilities in the support process within the limits of contractual obligations | **Referral [ca. *3/12*]** | **Pass [*6/12*]** | **Good Pass [ca. 9/12]** |  |
| * The client’s roles and responsibilities in the support process within the limits of contractual obligations are not explained or the explanation is incorrect or deficient, or the explanation makes no reference to the limits of contractual obligations, or the client’s roles and responsibilities in the support process are merely listed with no explanation of how this works
 | * A limited but correct and appropriate account that explains how the client’s roles and responsibilities in the support process work within the limits of contractual obligations
 | * A full, correct and appropriate account that explains how the client’s roles and responsibilities in the support process work within the limits of contractual obligations
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| / 12(min. of 6) | Pass or Referral |

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| AC 3.2Describe an organisation’s processes and procedures when delivering enterprise support | **Referral [ca. *3/12*]** | **Pass [*6/12*]** | **Good Pass [ca. 9/12]** | **Assessor feedback on AC** |
| * An organisation’s processes and procedures when delivering enterprise support are not described or is incorrect, or the processes and procedures are deficient, or the processes or procedures are merely listed with no description of their principal features
 | * The principal features of a limited but sufficient range of an organisation’s processes and procedures when delivering enterprise support are correctly described
 | * The principal features of the full range of an organisation’s processes and procedures when delivering enterprise support are correctly described
 |  |
| / 12(min. of 6) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |
| **Learning Outcome 4:** Understand clients needs for developing confidence, knowledge and skills |
| **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 4.1Explain how to work with clients to develop the clients’ skills and knowledge | **Referral [ca. *3/12*]** | **Pass [*6/12*]** | **Good Pass [ca. 9/12]** |  |
| * How to work with clients that allows clients to develop their skills and knowledge is not explained or is explained incorrectly or inappropriately, or how to develop their clients’ skills ***or*** knowledge is explained but not both, or how to work with clients is merely stated with no explanation of how this will develop their clients’ skills and knowledge
 | * A limited but correct and appropriate explanation of how to work with clients that allows them to develop their clients skills and knowledge is given, although the explanation lacks detail as to how barriers which may stop them developing might be overcome or this may be implied rather than made explicit
 | * A full, correct and appropriate explanation of how to work with clients that allows them to develop their clients skills and knowledge is given that details how barriers which may stop them developing might be overcome
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| / 12(min. of 6) | Pass or Referral |

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| AC 4.2Describe how to work with clients to improve their confidence in managing an enterprise | **Referral [ca. *3/12*]** | **Pass [*6/12*]** | **Good Pass [ca. 9/12]** | **Assessor feedback on AC** |
| * How to work with clients to improve their confidence in managing an enterprise is not described or is incorrect or inappropriate, or is merely stated with no description of the principal features of working with clients to improve their confidence in managing an enterprise, or the range of methods of working with clients is deficient
 | * A limited but correct and appropriate description of the principal features of a sufficient but limited range of appropriate methods of how to work with clients to improve their confidence in managing an enterprise
 | * A full, correct and appropriate description of the principal features of a wide range of appropriate methods of how to work with clients to improve their confidence in managing an enterprise
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| / 12(min. of 6) | 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:** |