**MARK SHEET –Using information to solve problems**

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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 use information to solve problems [100 Marks] |
| **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* Identify a problem in the team or elsewhere in the organisation
 | **Referral [ca.3/12]** | **Pass [6/12]** | **Good Pass [ca.9/12]** |  |
| * A problem is not identified or is not appropriate for the level of the qualification
* The identified problem is not in the team or elsewhere in the organisation
* The boundaries of the problem (i.e. who and what the problem affects) are unclear
 | * A problem in the team or elsewhere in the organisation is identified that is appropriate for the level of the qualification. However the problem may not be quantified and its boundaries may not be completely clear
 | * A problem in the team or elsewhere in the organisation that is appropriate for the level of the qualification is identified and quantified and the boundaries of the problem are complete
* A problem in the team or elsewhere in the organisation that is appropriate for the level of the qualification is described, perhaps in some detail, as opposed to merely identified
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| / 12(min. of 6) | Pass or Referral |
| AC 1.2* Identify appropriate success criteria for resolving the problem
 | **Referral [ca.3/12]** | **Pass [6/12]** | **Good Pass [ca.9/12]** |  |
| * The purpose of the problem solving is not identified
* Success criteria are not identified
 | * Success criteria are identified but may not be quantified
 | * Success criteria are both identified and quantified
* Success criteria are described, perhaps in some detail, as opposed to merely identified
 |
| / 12(min. of 6) | Pass or Referral |
| AC 1.3* Use different methods to gather and/or retrieve information involving the team to help solve the problem
 | **Referral [ca.7/28]** | **Pass [14/28]** | **Good Pass [ca.21/28]** |  |
| * There is no implicit or explicit evidence that information has been either gathered or retrieved
* Only one method of gathering or retrieving information is used
* Information is gathered and/or retrieved but has no apparent relevance to the problem
* The team has had no involvement
 | * There is implicit or explicit evidence that at least two different methods to gather and/or retrieve information have been used with the team having some involvement, even if peripheral; however the information may be limited in scope in comparison to the complexity of the problem
 | * There is explicit and detailed evidence that different methods to gather and/or retrieve information have been used, the information gathered and/or retrieved is detailed and proportional to the complexity of the problem and the team has been fully engaged in the process of gathering and/or retrieval
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| / 28(min. of 14) | Pass or Referral |
| AC 1.4* Apply a recognised technique to solve the problem
 | **Referral [ca.7/28]** | **Pass [14/28]** | **Good Pass [ca.21/28]** |  |
| * There is no implicit or explicit evidence that a recognised problem-solving technique has been used
* The problem-solving technique is incorrectly used or is inappropriate. (Examples of problem-solving techniques include brainstorming, lateral thinking, Ishikawa diagram.)
* A problem solution has not been identified, or the solution is not based on the problem-solving technique used
 | * There is implicit or explicit evidence that a recognised problem-solving technique has been used correctly to identify alternative solutions and a solution based on that problem-solving technique is identified
 | * There is explicit and/or detailed evidence that a recognised problem-solving technique has been used correctly to identify alternative solutions, a range of alternative solutions are identified in detail and a solution based on a problem-solving technique is described in detail and quantified in detail
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| / 28(min. of 14) | Pass or Referral |
| AC 1.5* Check the problem solution against the success criteria
 | **Referral [ca.5/20]** | **Pass [10/20]** | **Good Pass [ca.15/20]** |  |
| * The problem solution has not been checked against success criteria
* The problem solution is incorrect or inappropriate and does not meet, or partially meet, the success criteria
 | * The solution has been checked against success criteria and the solution is correct and appropriate and meets, or partially meets, the success criteria
 | * The solution has been checked in detail against success criteria and the solution is correct and appropriate and fully and explicitly meets the success criteria
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| / 20(min. of 10) | Pass or Referral |
| **Assessment comments** (optional): | **Verification comments** (optional): |
|  | **/ 100** | **TOTALMARKS** |
| **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:** |