**MARK SHEET – Promote volunteering to potential and actual volunteers**

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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:** Know how to promote volunteering to potential volunteers |
| **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 the types of people who volunteer
 | **Referral [ca.*1/4*]** | **Pass [*2/4*]** | **Good Pass [ca. 3/4]** |  |
| * The types of people who volunteer have not been identified, or the types identified are incorrect, or inappropriate, or only one type has been identified
 | * The types of people who volunteer have been identified correctly and appropriately, although the range of people identified is narrow and/or why they have been identified as people who volunteer is unclear
 | * A wide and fully-representative range of the types of people who volunteer has been precisely identified correctly and appropriately
 |
| / 4(min. of 2) | Pass or Referral |
| AC 1.2* Define the volunteer roles in the organisation and the knowledge, skills and experience required
 | **Referral [ca.*2/8*]** | **Pass [*4/8*]** | **Good Pass [ca. 6/8]** |  |
| * The volunteer roles in the organisation have not been defined, or the roles are incorrect or inappropriate, or volunteer roles in the organisation have been merely listed with no definition of the extent or boundaries of the volunteer roles
* Knowledge, skills and experience required of volunteer roles has not been addressed, or is incorrect or inappropriate, or knowledge or skills or experience has been addressed but not all three
 | * Correct and appropriate but limited definitions of the extent or boundaries of appropriate volunteer roles in the organisation have been provided
* A narrow range of the knowledge, skills and experience required of volunteer roles has been addressed correctly and appropriately, although the context is limited
 | * Correct and appropriate precise definitions of the full extent or boundaries of appropriate volunteer roles in the organisation have been provided
* A wide range of the knowledge, skills and experience required of volunteer roles has been addressed correctly and appropriately within a detailed context
 |
| / 8(min. of 4) | Pass or Referral |
| AC 1.3* Identify the key motivations people have in volunteering
 | **Referral [ca.*1/4*]** | **Pass [*2/4*]** | **Good Pass [ca. 3/4]** |  |
| * Key motivations people have in volunteering have not been identified, or are incorrect or inappropriate, or only one motivation has been correctly identified
 | * A narrow range of correct and appropriate key motivations people have in volunteering has been identified, although why they have been identified as key motivations is implicit rather than explicit
 | * A wide and fully-representative range of correct and appropriate key motivations people have in volunteering has been identified in detail
 |
| / 4(min. of 2) | Pass or Referral |
| AC 1.4* Determine the communication methods needed to access groups of potential volunteers
 | **Referral [ca.*2/8*]** | **Pass [*4/8*]** | **Good Pass [ca. 6/8]** |  |
| * The communication methods needed to access groups of potential volunteers have not been determined, or are incorrect or inappropriate, or only one method has been determined
* Communication methods have been merely listed with no evidence of observation or consideration of evidence to determine the methods needs to access groups of potential volunteers
 | * Limited observations or consideration of evidence is provided to correctly and appropriately determine a narrow range of correct and appropriate communication methods needed to access groups of potential volunteers
 | * Comprehensive observations or detailed consideration of evidence is provided to correctly and appropriately determine a wide and fully-representative range of correct and appropriate communication methods needed to access groups of potential volunteers
 |
| / 8(min. of 4) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |
| **Learning Outcome / Section 2:** Be able to help potential volunteers to understand the importance of volunteering in meeting the organisation’s vision, mission and 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 2.1* Assess how people with diverse abilities can make valuable contributions as volunteers
 | **Referral [ca. 2/8]** | **Pass [*4/8*]** | **Good Pass [ca. 6/8]** |  |
| * How people with diverse abilities can make valuable contributions as volunteers is not assessed, or is incorrect or inappropriate, or the range of diverse abilities assessed is deficient
* How people with diverse abilities can make valuable contributions as volunteers is merely listed or described with no assessment using appropriate criteria to make a judgement
 | * A narrow but sufficient and representative range of diverse abilities is correctly assessed using a sufficient but narrow range of appropriate criteria to make a limited judgement as to how people with diverse abilities can make valuable contributions as volunteers
 | * A comprehensive range of diverse abilities is correctly assessed using a wide range of appropriate criteria to make a detailed and reasoned judgement as to how people with diverse abilities can make valuable contributions as volunteers
 |
| / 8(min. of 4) | Pass or Referral |
| AC 2.2* Provide factual information to illustrate how volunteers have contributed in the past and how they have benefited personally from doing so
 | **Referral [ca.*2/8*]** | **Pass [*4/8*]** | **Good Pass [ca. 6/8]** |  |
| * No factual information is provided to illustrate how volunteers have contributed in the past and how they have benefited personally from doing so, or the information is incorrect, inappropriate or cannot be verified, or the information relates to how volunteers have contributed in the past or how they have benefited personally from doing so but not both
 | * A narrow but sufficient and representative range of factual and verifiable information is provided to illustrate how volunteers have contributed in the past and how they have benefited personally from doing so
 | * A wide range of factual and verifiable information is provided to illustrate how volunteers have contributed in the past and how they have benefited personally from doing so
 |
| / 8(min. of 4) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |
| **Learning Outcome / Section 3:** Be able to involve volunteers in the 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 3.1* Draw up a volunteering agreement that reflects the level of risk involved in the volunteering role and the level of commitment to be made
 | **Referral [ca.*3/12*]** | **Pass [*6/12*]** | **Good Pass [ca. 9/12]** |  |
| * A volunteering agreement that reflects the level of risk involved in the volunteering role and the level of commitment to be made is not drawn up, or is incorrect, deficient or inappropriate, or does not comply with guidance on good practice and organisational requirements
* References to levels of risk and commitment in a volunteering agreement are missing, incorrect or inappropriate, or references to levels of risk and commitment do not comply with guidance on good practice and organisational requirements
 | * A limited but correct, sufficient and appropriate volunteering agreement is drawn up that complies with guidance on good practice and organisational requirements and reflects the level of risk involved in the volunteering role and the level of commitment to be made
 | * A comprehensive, correct and appropriate volunteering agreement is drawn up that complies with guidance on good practice and organisational requirements and fully and accurately reflects the level of risk involved in the volunteering role and the level of commitment to be made
 |
| / 12(min. of 6) | Pass or Referral |
| AC 3.2* Assess how to help volunteers understand their motivations and how volunteers can meet their evolving needs and expectations
 | **Referral [ca.*2/8*]** | **Pass [*4/8*]** | **Good Pass [ca. 6/8]** |  |
| * How to help volunteers understand their motivations is not assessed, or is incorrect or inappropriate, or is merely stated or described with no assessment using appropriate criteria to make a judgement
* How volunteers can meet their evolving needs and expectations is not assessed, or is incorrect or inappropriate, or is merely stated or described with no assessment using appropriate criteria to make a judgement
 | * A sufficient but narrow range of appropriate criteria are used to correctly assess and reach a limited judgement on how to help volunteers understand their motivations
* A sufficient but narrow range of appropriate criteria are used to correctly assess and reach a limited judgement on how volunteers can meet their evolving needs and expectations
 | * A wide range of appropriate criteria are used to correctly assess and reach a reasoned judgement on how to help volunteers understand their motivations
* A wide range of appropriate criteria are used to correctly assess and reach a reasoned judgement on how volunteers can meet their evolving needs and expectations
 |
| / 8(min. of 4) | Pass or Referral |
| AC 3.3* Provide support and supervision to allow volunteers to fulfil their role and carry out their tasks
 | **Referral [ca.*1/4*]** | **Pass [*2/4*]** | **Good Pass [ca. 3/4]** |  |
| * There is no evidence that support and supervision to allow volunteers to fulfil their role and carry out their tasks is provided, or the evidence of support and supervision is incorrect, inappropriate or deficient
 | * Limited but sufficient evidence that support and supervision to allow volunteers to fulfil their role and carry out their tasks is correctly and appropriately provided, although the support and supervision covers a narrow but sufficient range of the volunteers’ role and tasks
 | * Comprehensive evidence is provided that support and supervision to allow volunteers to fulfil their role and carry out their tasks is correctly and appropriately provided over the full range of the volunteers’ role and tasks
 |
| / 4(min. of 2) | Pass or Referral |
| AC 3.4* Provide feedback to volunteers on their individual and collective contributions and the value they bring to the organisation
 | **Referral [ca.*1/4*]** | **Pass [*2/4*]** | **Good Pass [ca. 3/4]** |  |
| * There is no evidence that feedback to volunteers on their individual and collective contributions and the value they bring to the organisation is provided, or the evidence of feedback is incorrect, inappropriate or deficient
 | * Limited but sufficient evidence that correct, appropriate and sufficient feedback to volunteers on their individual and collective contributions and the value they bring to the organisation is provided, although the feedback covers a narrow but sufficient range of individual and collective contributions
 | * Comprehensive evidence that correct, appropriate and sufficient feedback to volunteers is provided over the full range of their individual and collective contributions and the value they bring to the organisation
 |
| / 4(min. of 2) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |
| **Learning Outcome / Section 4:** Be able to support volunteers change and conclude their role and contribution |
| **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 4.1* Describe how volunteers are supported in understanding what they need to do if they wish to change their role and contribution
 | **Referral [ca.*2/8*]** | **Pass [*4/8*]** | **Good Pass [ca. 6/8]** |  |
| * How volunteers are supported in understanding what they need to do if they wish to change their role and contribution is not described, or is incorrect, deficient or inappropriate, or is merely stated with no description of the principal features of the procedure or process
 | * A limited description is provided of the relevant procedure and process of how volunteers are supported in understanding what they need to do if they wish to change their role and contribution
 | * A full description is provided of the relevant procedure and process of how volunteers are supported in understanding what they need to do if they wish to change their role and contribution
 |
| / 8(min. of 4) | Pass or Referral |
| AC 4.2* Gain feedback from volunteers who are concluding their agreement on their experience of volunteering
 | **Referral [ca.*1/4*]** | **Pass [*2/4*]** | **Good Pass [ca. 3/4]** |  |
| * Feedback from volunteers who are concluding their agreement on their experience of volunteering is not gained or evidenced, or the feedback is incorrect, insufficient or inappropriate
 | * Limited but sufficient, correct and appropriate feedback is gained and evidenced from volunteers who are concluding their agreement on their experience of volunteering
 | * Detailed, correct and appropriate feedback is gained and evidenced from volunteers who are concluding their agreement on their experience of volunteering
 |
| / 4(min. of 2) | Pass or Referral |
| AC 4.3* Report on the contributions these volunteers have made to the organisation’s vision, mission and goals.
 | **Referral [ca.*3/12*]** | **Pass [*6/12*]** | **Good Pass [ca. 9/12]** |  |
| * The contributions these volunteers have made to the organisation’s vision, mission and goals are not reported, or are reported incorrectly or inappropriately, or the contributions reported are insufficient and not representative of actual contributions made
 | * A limited but sufficiently-representative range of contributions these volunteers have made to the organisation’s vision, mission and goals are reported correctly and appropriately
 | * The full range of contributions these volunteers have made to the organisation’s vision, mission and goals are reported correctly and appropriately
 |
| / 12(min. of 6) | Pass or Referral |
| AC 4.4* Record information in line with organisational polices and legal requirements
 | **Referral [ca.*2/8*]** | **Pass [*4/8*]** | **Good Pass [ca. 6/8]** |  |
| * Information is not recorded, or is not in line with organisational polices and legal requirements
 | * Information is recorded in line with organisational polices and legal requirements, although how or why the recording of information complies with policies and requirements is not clear
 | * Information is recorded in line with precisely-defined organisational polices and legal requirements
 |
| / 8(min. of 4) | 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:** |