**MARK SHEET –: Developing effective team member skills**

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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 responsibilities for health and safety within the organisation [32 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  Outline the organisation’s health and safety policies, practices | **Referral [ca.2/8]** | | **Pass [4/8]** | | | **Good Pass [ca.6/8]** | | | | |  | | |
| The organisation’s health and safety policies and/or practices are merely stated as opposed to being briefly described  A brief description is given of both the organisation’s health and safety policies and practices **but** the description is incorrect or minimal | | * A brief description is given of both the organisation’s health and safety policies and practices | | | * A brief description is given of both the organisation’s health and safety policies and practices and may be supported by relevant documentation (such as organisations’ policy statements) | | | | |
| / 8  (min. of 4) | | Pass or Referral |
| AC 1.2  Identify a hazard within the work area and outline the risk associated with it | **Referral [ca.2/8]** | | **Pass [4/8]** | | | **Good Pass [ca.6/8]** | | | | |  | | |
| A hazard within the work area is not identified  The risk associated with the identified hazard is merely stated as opposed to being briefly explained | | An appropriate identification is given of a hazard within the work area  The risk associated with the identified hazard is briefly explained | | | An detailed identification is given of a hazard within the work area  The risk associated with the identified hazard is briefly explained using a recognised method of risk assessment | | | | |
| / 8  (min. of 4) | | Pass or Referral |
| AC 1.3  Outline how an incident or accident associated with this hazard should be reported in the organisation | **Referral [ca.1/4]** | | **Pass [2/4]** | | | **Good Pass [ca.3/4]** | | | | |  | | |
| How an incident or accident associated with the hazard identified in AC 1.2 should be reported in the organisation is merely stated as opposed to being briefly described  A brief description is given of how an incident or accident associated with this hazard identified in AC 1.2 should be reported in the organisation **but** is incorrect or minimal | | * A brief description is given of how an incident or accident associated with the hazard identified in AC 1.2 should be reported in the organisation | | | * A brief description is given of how an incident or accident associated with the hazard identified in AC 1.2 should be reported in the organisation and may be supported by examples of incident or accident documentation used by the organisation | | | | |
| / 4  (min. of 2) | | Pass or Referral |
| AC 1.4  Describe own responsibility in the event of a fire evacuation or first aid incident | **Referral [ca.3/12]** | | **Pass [6/12]** | | | **Good Pass [ca.9/12]** | | | | |  | | |
| Own responsibility in the event of a fire evacuation or first aid incident is merely listed as opposed to described  A description is given of own responsibility in the event of a fire evacuation or first aid incident **but** the description is inappropriate or minimal | | * A description is given of own responsibility in the event of a fire evacuation or first aid incident although the description may be limited | | | * A thorough and detailed description is given of own responsibility in the event of a fire evacuation or first aid incident | | | | |
| / 12  (min. of 6) | | Pass or Referral |
| **Assessment comments** (optional): | | | | | **Verification comments** (optional): | | | | | | | | |
| **Learning Outcome / Section 2:** Understand the legal requirements as a team member [28 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 2.1  Outline why an employment contract/agreement is necessary | **Referral [ca.2/8]** | | **Pass [4/8]** | | | **Good Pass [ca.6/8]** | | | | |  | | |
| Why an employment contract/agreement is necessary is merely listed as opposed to being briefly described  A brief description is given of why an employment contract/agreement is necessary  **But** the description is incorrect or minimal | | A brief description is given of why an employment contract/agreement is necessary | | | A brief description is given of why an employment contract/agreement is necessary  and may include the consequences of not being given an employment contract/agreement | | | | |
| / 8  (min. of 4) | | Pass or Referral |
| AC 2.2  Explain what they should do if they believe there is unfair discrimination within the team | **Referral [ca.3/12]** | | **Pass [6/12]** | | | **Good Pass [ca.9/12]** | | | | |  | | |
| * What should done if it is believed that there is unfair discrimination within the team is merely listed or stated as opposed to explained * An explanation is given of what should done if it is believed that there is unfair discrimination within the team **but** the explanation is inappropriate, incorrect or minimal | | * An explanation is given of what should done if it is believed that there is unfair discrimination within the team although the explanation may be limited | | | * A thorough and detailed step by step explanation is given of what should done if it is believed that there is unfair discrimination within the team | | | | |
| / 12  (min. of 6) | | Pass or Referral |
| AC 2.3  Outline other legal obligations that govern the team | **Referral [ca.2/8]** | | **Pass [4/8]** | | | **Good Pass [ca.6/8]** | | | | |  | | |
| Legal obligations (other than unfair discrimination) that govern the team are merely listed as opposed to being briefly described  A brief description is given of the legal obligations (other than unfair discrimination) that govern the team **but**  the description is incorrect, or minimal  Less than two legal obligations (other than unfair discrimination) that govern the team are briefly described | | * A brief description is given of two or more legal obligations (other than unfair discrimination) that govern the team | | | * A brief description is given of a range of legal obligations (other than unfair discrimination) that govern the team | | | | |
| / 8  (min. of 4) | | Pass or Referral |
| **Assessment comments** (optional): | | | | | **Verification comments** (optional): | | | | | | | | |
| **Learning Outcome / Section 3:** Know how to contribute towards solving problems [20 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 3.1  Outline a problem faced by a team in the organisation | **Referral [ca.1/4]** | | **Pass [2/4]** | | | **Good Pass [ca.3/4]** | | | | |  | | |
| * A problem faced by a team in the organisation is merely stated as opposed to being briefly described * A brief description is given of a problem faced by a team in the organisation **but** the description in inappropriate or minimal | | * A brief description is given of a problem faced by a team in the organisation | | | * A brief description is given including the scope and impact of a problem faced by a team in the organisation | | | | |
| / 4  (min. of 2) | | Pass or Referral |
| AC 3.2  Outline the solution agreed by the team leader and the team | **Referral [ca.2/8]** | | **Pass [4/8]** | | | **Good Pass [ca.6/8]** | | | | |  | | |
| * The solution agreed by the team leader and the team is merely stated as opposed to being briefly described   A brief description is given of the solution agreed by the team leader and the team **but** the description is inappropriate or minimal | | * A brief description is given of the solution agreed by the team leader and the team | | | * A brief description is given of the solution agreed by the team leader and the team and may include an outline of the process used to achieve the solution | | | | |
| / 8  (min. of 4) | | Pass or Referral |
| AC 3.3  Outline how this solution could be implemented | **Referral [ca.2/8]** | | **Pass [4/8]** | | | **Good Pass [ca.6/8]** | | | | |  | | |
| * How this solution could be implemented is merely stated as opposed to being briefly described * A brief description is given of how this solution could be implemented **but** is inappropriate or minimal | | * A brief description is given of how this solution could be implemented | | | * A brief description including resources and timescales is given of how this solution could be implemented | | | | |
| / 8  (min. of 4) | | Pass or Referral |
| **Assessment comments** (optional): | | | | | **Verification comments** (optional): | | | | | | | | |
| **Learning Outcome / Section 4:** Communicate effectively with the team [12 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 4.1  Identify own strengths and weaknesses in communicating with other team members | **Referral [ca.2/8]** | | **Pass [4/8]** | | | **Good Pass [ca.6/8]** | | | | |  | | |
| Less than two of own strengths **and/or** less than two weaknesses in communicating with other team members are not identified  Own strengths and weaknesses in communicating with other team members are identified but are inappropriate or minimal | | Two or more of own strengths **and** two or more of own weaknesses in communicating with other team members are briefly identified | | | * A range of own strengths **and** a range of ownweaknesses in communicating with other team members are identified using a recognised approach (such as SWOT analysis or 360 degree feedback) | | | | |
| / 8  (min. of 4) | | Pass or Referral |
| AC 4.2  Identify ways in which own ability to communicate with other team members could be improved | **Referral [ca.1/4]** | | **Pass [2/4]** | | | **Good Pass [ca.3/4]** | | | | |  | | |
| Ways in which own ability to communicate with other team members could be improved are not identified  Ways in which own ability to communicate with other team members could be improved are identified but are inappropriate or minimal | | * Ways in which own ability to communicate with other team members could be improved are briefly identified | | | * Ways in which own ability to communicate with other team members could be improved are identified in detail | | | | |
| / 4  (min. of 2) | | Pass or Referral |
| **Assessment comments** (optional): | | | | | **Verification comments** (optional): | | | | | | | | |
| **Learning Outcome / Section 5:** Understand what is required when communicating with those outside the team [12 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 5.1  Explain the organisational requirements when communicating with those outside the team | **Referral [ca.2/8]** | | **Pass [4/8]** | | | **Good Pass [ca.6/8]** | | | | |  | | |
| * The organisational requirements when communicating with those outside the team are merely listed or stated as opposed to explained * An explanation is given of the organisational requirements when communicating with those outside the team **but** is inappropriate or minimal | | * An explanation is given of the organisational requirements when communicating with those outside the team although the explanation may be limited | | | * A thorough and detailed explanation is given of the organisational requirements when communicating with those outside the team | | | | |
| / 8  (min. of 4) | | Pass or Referral |
| AC 5.2  Outline what team members could do to improve communication with people outside the team | **Referral [ca.1/4]** | | **Pass [2/4]** | | | **Good Pass [ca.3/4]** | | | | |  | | |
| What team members could do to improve communication with people outside the team is merely listed as opposed to being briefly described  A brief description is given ofwhat team members could do to improve communication with people outside the team **but** is inappropriate or minimal | | * A brief description is given ofwhat team members could do to improve communication with people outside the team although the types of people outside the team may not be specifically grouped or categorised | | | * A brief description is given ofwhat team members could do to improve communication with different groupings of people outside the team | | | | |
| / 4  (min. of 2) | | Pass or Referral |
| **Assessment comments** (optional): | | | | | **Verification comments** (optional): | | | | | | | | |
| **Learning Outcome / Section 6:** Know how to contribute to a positive work environment within a diverse team [24 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 6.1  Explain what they could do to contribute to a positive work environment within a diverse team | **Referral [ca.3/12]** | | **Pass [6/12]** | | | **Good Pass [ca.9/12]** | | | | |  | | |
| * What could be done to contribute to a positive work environment within a diverse team is merely listed as opposed to explained * An explanation is given of what could be done to contribute to a positive work environment within a diverse team **but** the explanation is incorrect, inappropriate or minimal | | * An explanation is given of what could be done to contribute to a positive work environment within a diverse team although the explanation may be limited or the nature of the diverse team may be implicit rather than explicit | | | * An thorough and detailed explanation is given of what could be done to contribute to a positive work environment within a diverse team, the nature of the diverse team being made explicit | | | | |
| / 12  (min. of 6) | | Pass or Referral |
| AC 6.2  Describe an example of inappropriate behaviour in the team and explain what actions should be taken if this happens | **Referral [ca.3/12]** | | **Pass [6/12]** | | | **Good Pass [ca.9/12]** | | | | |  | | |
| An example of inappropriate behaviour in the team is not described or is merely stated as opposed to described  An example of inappropriate behaviour in the team is described **but** no appropriate explanation or only a minimal explanation is given of what actions should be taken | | An example of inappropriate behaviour in the team is described although the description may be limited **and** an appropriate explanation is given of what actions that should be taken | | | An example of inappropriate behaviour in the team is described in detail **and** an appropriate step by step explanation is given of what actions that should be taken | | | | |
| / 12  (min. of 6) | | Pass or Referral |
| **Assessment comments** (optional): | | | | | **Verification comments** (optional): | | | | | | | | |
| **Learning Outcome / Section 7:** Understand how to use physical resources efficiently [16 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 7.1  Identify the resources required for a specific team activity and explain why it is important to have appropriate levels of these resources to meet the activity | **Referral [ca.3/12]** | | **Pass [6/12]** | | | **Good Pass [ca.9/12]** | | | | |  | | |
| * The resources required for a specific team activity are not identified or if identified are inappropriate or minimal * Less than two resources required for a specific team activity are identified * No explanation is given as to why it is important to have appropriate levels of these resources to meet the activity * An explanation is given as to why it is important to have appropriate levels of these resources to meet the activity **but** the explanation is inappropriate or minimal * Why it is important to have appropriate levels of these resources to meet the activity is merely stated as opposed to being explained | | * At least two resources required for a specific team activity are identified * An explanation is given as to why it is important to have appropriate levels of these resources to meet the activity, although the explanation may be limited | | | * A range of resources required for a specific team activity are identified * A detailed explanation is given as to why it is important to have appropriate levels of these resources to meet the activity | | | | |
| / 12  (min. of 6) | | Pass or Referral |
| AC 7.2  Outline how to obtain materials or consumable items for the team | **Referral [ca.1/4]** | | **Pass [2/4]** | | | **Good Pass [ca.3/4]** | | | | |  | | |
| No recognisable description is found of how to obtain materials or consumable items for the team  A description is given of how to obtain materials or consumable items for the team  but it is minimal, incorrect or inappropriate | | How to obtain materials or consumable items for the team is described although the description may be limited | | | How to obtain materials or consumable items for the team is fully described | | | | |
| / 4  (min. of 2) | | Pass or Referral |
| **Assessment comments** (optional): | | | | | **Verification comments** (optional): | | | | | | | | |
| **Learning Outcome / Section 8:** Know how to manage yourself and your time in line with your team goals [28 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 8.1  Identify own strengths and areas for improvement as a team member | **Referral [ca.2/8]** | | **Pass [4/8]** | | | **Good Pass [ca.6/8]** | | | | |  | | |
| Less than two own strengths **and/or** less than two areas for improvement are identified  The identified strengths or areas for improvement do not recognisably relate to being a team member | | * Two or more appropriate own strengths as a team member are identified **and** * Two or more appropriate areas for improvement as a team member are identified * The identified strengths and areas for improvement may be more subjective than objective | | | * An appropriate range of own strengths as a team member are identified in detail **and** * An appropriate range of areas for improvement as a team member are identified in detail * The self-assessment as a team member may use a recognised model (such as SWOT analysis) | | | | |
| / 8  (min. of 4) | | Pass or Referral |
| AC 8.2  Set personal objectives to help to achieve the team’s goals or targets | **Referral [ca.2/8]** | | **Pass [4/8]** | | | **Good Pass [ca.6/8]** | | | | |  | | |
| * Less than two personal objectives to help to achieve the team’s goals or targets are found * At least two objectives are given **but** they are not acceptably SMART and/or they are not objectives to help to achieve the team’s goals or targets | | * At least two SMART objectives are given to help to achieve the team’s goals or targets although **one** element of SMART may be missing (e.g. there may be no measurability) and/or their link to the team’s goals or targets may be more implicit than explicit | | | * Several fully SMART objectives are given to help to achieve the team’s goals or targets with their link to the strengths and areas for improvement identified in AC 8.1 | | | | |
| / 8  (min. of 4) | | Pass or Referral |
| AC 8.3  Describe a simple time management technique they could use to help achieve their objectives | **Referral [ca.3/12]** | | **Pass [6/12]** | | | **Good Pass [ca.9/12]** | | | | |  | | |
| * A simple time management technique they could use to help achieve the objectives set in AC 8.2 is merely stated as opposed to described * No recognisable description is found of a simple time management technique they could use to help achieve their objectives set in AC 8.2 * A description is given of a simple time management technique they could use to help achieve their objectives set in AC 8.2 but it is minimal, incorrect or inappropriate | | A description is given of a simple time management technique they could use to help achieve their objectives set in AC 8.2 although the description may be limited | | | * A thorough and detailed description is given of a simple time management technique they could use to help achieve their objectives set in AC 8.2 | | | | |
| / 12  (min. of 6) | | Pass or Referral |
| **Assessment comments** (optional): | | | | | **Verification comments** (optional): | | | | | | | | |
| **Learning Outcome / Section 9:** Know how to manage yourself in a stressful situation [28 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 9.1  Outline likely causes of stress to themselves and its likely impact on the team | **Referral [ca.2/8]** | | **Pass [4/8]** | | | **Good Pass [ca.6/8]** | | | | |  | | |
| * Less than two likely causes of stress to self are merely listed as opposed to being briefly described * A brief description is given oflikely causes of stress to self **but** is inappropriate or minimal   The likely impact on the team of stress to self is merely stated as opposed to being briefly described or is inappropriate or minimal  Likely causes of stress to self does not relate to the likely impact on the team | | * A brief description is given of two or more likely causes of stress to self **and** the likely impact this has on the team, although the relationship of the stress to self and its impact on the team may be more implicit than explicit | | | * A brief description is given of a range of likely causes of stress to self explicitly linked to the likely impact it has on the team. | | | | |
| / 8  (min. of 4) | | Pass or Referral |
| AC 9.2  Describe what they could do to manage the recognised stress | **Referral [ca.3/12]** | | **Pass [6/12]** | | | **Good Pass [ca.9/12]** | | | | |  | | |
| * What could be done to manage the recognised stress (in AC 9.1) is merely stated as opposed to described   No recognisable description is found of what could be done to manage the recognised stress (in AC 9.1)  A description is given of what could be done to manage the recognised stress (in AC 9.1) but it is minimal or inappropriate | | A description is given of what could be done to manage the recognised stress (in AC 9.1) although the description may be limited | | | * A thorough and detailed description is given of what could be done to manage the recognised stress (in AC 9.1 | | | | |
| / 12  (min. of 6) | | Pass or Referral |
| AC 9.3  Identify sources of support available to the individual in the workplace or elsewhere, to help deal with stress | **Referral [ca.2/8]** | | **Pass [4/8]** | | | **Good Pass [ca.6/8]** | | | | |  | | |
| Sources of support available to the individual in the workplace or elsewhere, to help deal with stress are not identified  Less than two sources of support available to the individual in the workplace or elsewhere, to help deal with stress are identified  The sources of support identified are not recognisably those that might help to deal with stress | | Two or more appropriate sources of support available to the individual in the workplace or elsewhere, to help deal with stress are identified | | | A range of appropriate sources of support available to the individual in the workplace or elsewhere, to help deal with stress are identified in detail | | | | |
| / 8  (min. of 4) | | Pass or Referral |
| **Assessment comments** (optional): | | | | | **Verification comments** (optional): | | | | | | | | |
|  | | | | | | | | | **/ 200** | | | **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:** | | | |