**MARK SHEET – Manage the motivation of 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:** Understand how to communicate what is required from 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* Explain the purpose of those activities and responsibilities identified as appropriate for volunteers
 | **Referral [ca.*3/12*]** | **Pass [*6/12)*** | **Good Pass [ca. 9/12]** |  |
| * Appropriate volunteer activities and responsibilities are not identified, or only one appropriate volunteer activity is identified, or only one appropriate responsibility is identified.
* An incorrect or incomplete explanation is given of the purpose of the identified activities and responsibilities, or only the purpose of identified activities is explained, or only the purpose of identified responsibilities is explained
* Activities and responsibilities identified as appropriate for volunteers are merely listed with no account of their characteristics or practices provided in order to explain their purpose
 | * A sufficient and appropriate account of the characteristics or practices of two or more appropriate volunteer activities and two or more appropriate responsibilities is provided in order to explain their purpose, although the context is limited
 | * A comprehensive account of the characteristics or practices of two or more appropriate volunteer activities and two or more appropriate responsibilities is provided within a detailed and appropriate context so as to explain their purpose
 |
| / 12(min. of 6) | Pass or Referral |
| AC 1.2* Identify suitable opportunities to brief volunteers regarding their activities and responsibilities
 | **Referral [ca.*1/4*]** | **Pass [2/4]** | **Good Pass [ca. 3/4]** |  |
| * Suitable opportunities to brief volunteers regarding their activities and responsibilities have not been identified, or are incorrect or inappropriate, or only one suitable opportunity has been correctly identified
 | * A narrow range of suitable opportunities to brief volunteers regarding their activities and responsibilities is identified, although the context is limited
 | * A wide range of suitable opportunities to brief volunteers regarding their activities and responsibilities is identified within a detailed and appropriate context
 |
| / 4(min. of 2) | Pass or Referral |
| AC 1.3* Identify and agree individual line of responsibility for volunteers; taking account of their own needs, abilities and potential
 | **Referral [ca.*1/4*]** | **Pass [2/4]** | **Good Pass [ca. 3/4]** |  |
| * The individual line of responsibility for volunteers taking account of their own needs, abilities and potential is not identified, or is incorrect
* The individual line of responsibility for volunteers is identified, although it is unclear whether the needs, abilities and potential of volunteers have all been considered
* No evidence is provided that the individual line of responsibility for volunteers taking account of their own needs, abilities and potential has been agreed
 | * The individual line of responsibility for volunteers taking account of their own needs, abilities and potential is identified within a limited context.
* Evidence is provided that the individual line of responsibility for volunteers taking account of their own needs, abilities and potential has been agreed, although the evidence used may be subjective or limited
 | * The individual line of responsibility for volunteers taking account of their own needs, abilities and potential is clearly identified within a broad based context
* Evidence is provided that the individual line of responsibility for volunteers taking account of their own needs, abilities and potential has been agreed, using explicit or objective evidence
 |
| / 4(min. of 2) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |
| **Learning Outcome / Section 2:** Understand the importance of effective communication when managing 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 2.1* Develop a process for communicating with volunteers that also addresses how volunteers communicate with each other
 | **Referral [ca. 5/20]** | **Pass [10/20]** | **Good Pass [ca. 15/20]** |  |
| * A process for communicating with volunteers is not developed, or the process is incorrect or inappropriate, or the process does not sufficiently address how volunteers communicate with each other
 | * A sufficient and appropriate process for communicating with volunteers is developed that also addresses how volunteers communicate with each other, although the process context is limited
 | * A comprehensive process for communicating with volunteers is developed within a detailed context that takes full account of how volunteers communicate with each other
 |
| / 20(min. of 10) | Pass or Referral |
| AC 2.2* Record how communication is maintained with volunteers in a manner that meets their diverse needs
 | **Referral [ca.3/12]** | **Pass [6/12]** | **Good Pass [ca. 9/12]** |  |
| * No records are provided showing communication being maintained with volunteers, or the records are incorrect or inappropriate, or the records provided are unclear as to how communication with volunteers is maintained
* The manner in which the volunteers’ diverse needs are met is not addressed in the records, or is unclear
 | * Limited yet sufficient and accurate records are provided showing communication being maintained with volunteers
* The manner in which their diverse needs are met is implicit in the records provided rather than explicit
 | * Comprehensive records are provided showing full communication being maintained with volunteers
* The manner in which their diverse needs are met is clear and explicit within the records
 |
| /12(min. of 6) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |
| **Learning Outcome / Section 3:** Be able to support volunteers in recognising and responding to risk. |
| **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* Negotiate the limits of responsibility for volunteers
 | **Referral [ca.*2/8*]** | **Pass [*4/8*]** | **Good Pass [ca. 6/8]** |  |
| * No evidence is given that the limits of responsibility for volunteers have been negotiated, or the evidence of negotiation does not include the limits of volunteer responsibility, or the evidence is inappropriate
 | * Evidence is given that the limits of responsibility for volunteers have been negotiated, although the scope and extent of the limits of responsibility may require further clarification for full application
 | * Detailed evidence is given that the limits of responsibility for volunteers have been negotiated, clearly and explicitly indicating the scope and extent of the limits
 |
| / 8(min. of 4) | Pass or Referral |
| AC 3.2* Enable volunteers to identify risks or potential difficulties
 | **Referral [ca.1/4]** | **Pass [2/4]** | **Good Pass [ca. 3/4]** |  |
| * No appropriate evidence is given of enabling volunteers to identify risks or potential difficulties, or the evidence given relates only to one risk or one potential difficulty
 | * Limited or subjective evidence is given of enabling volunteers to identify a narrow range of risks or potential difficulties
 | * Detailed and objective evidence is given of enabling volunteers to identify a wide range of risks or potential difficulties
 |
| / 4(min. of 2) | Pass or Referral |
| AC 3.3* Enable volunteers to act in a manner that will minimise risk
 | **Referral [ca.*1/4*]** | **Pass [*2/4*]** | **Good Pass [ca. 3/4]** |  |
| * No appropriate evidence is given of enabling volunteers to act in a manner that will minimise risk
 | * Limited or subjective evidence is given of enabling volunteers to act in a manner that will minimise risk
 | * Detailed and objective evidence is given of enabling volunteers to act in a manner that will minimise risk
 |
| / 4(min. of 2) | Pass or Referral |
| AC 3.4* Enable volunteers to respond appropriately to risk
 | **Referral [ca.*1/4*]** | **Pass [*2/4*]** | **Good Pass [ca. 3/4]** |  |
| * No appropriate evidence is given of enabling volunteers to respond appropriately to risk
 | * Limited or subjective evidence is given of enabling volunteers to respond appropriately to risk
 | * Detailed and objective evidence is given of enabling volunteers to respond appropriately to risk
 |
| / 4(min. of 2) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |
| **Learning Outcome / Section 4:** Be able to maintain the motivation of 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 4.1* Enable volunteers to take ownership of specified tasks and activities
 | **Referral [ca.*2/8*]** | **Pass [*4/8*]** | **Good Pass [ca. 6/8]** |  |
| * No appropriate evidence is given of enabling volunteers to take ownership of specified tasks and activities, or the evidence only includes tasks or activities but not both
 | * Limited or subjective evidence is given of enabling volunteers to take ownership of a narrow range of specified tasks and activities
 | * Detailed and objective evidence is given of enabling volunteers to take ownership of a wide and varied range of specified tasks and activities
 |
| / 8(min. of 4) | Pass or Referral |
| AC 4.2* Manage and maintain the motivation of volunteers
 | **Referral [ca.3/12]** | **Pass [6/12]** | **Good Pass [ca. 9/12]** |  |
| * No appropriate evidence is provided of both managing and maintaining the motivation of volunteers
 | * Limited or subjective evidence is provided of both managing and maintaining the motivation of volunteers
 | * Detailed and objective evidence is provided of both managing and maintaining the motivation of volunteers
 |
| / 12(min. of 6) | Pass or Referral |
| AC 4.3* Identify ways in which the management of volunteers will demonstrate respect for the volunteering role
 | **Referral [ca.*2/8*]** | **Pass [*4/8*]** | **Good Pass [ca. 6/8]** |  |
| * Ways in which the management of volunteers will demonstrate respect for the volunteering role are not identified, or only one correct way is identified
 | * Two or more correct ways in which the management of volunteers will demonstrate respect for the volunteering role are identified, although the context is limited
 | * A range of correct and appropriate ways in which the management of volunteers will demonstrate respect for the volunteering role are identified within a broad based context

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| / 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:** |