**MARK SHEET – Delivering facilities management service in the workplace**

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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 deliver service in the workplace |
| **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 1.1Identify a facilities management service that must be delivered in the workplace | **Referral [ca. 4/16]** | **Pass [8/16]** | **Good Pass [ca. 12/16]** |  |
| * A facilities management service that must be delivered in the workplace is not identified or, if identified is incorrect
* A facilities management service is identified but there is no recognisable evidence that it must be provided in the workplace
 | * A facilities management service that must be delivered in the workplace is correctly identified, making clear why it must be delivered in the workplace
 | * A facilities management service that must be delivered in the workplace is identified in detail along with an outline of why it must be delivered in the workplace
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| / 16(min. of 8) | Pass or Referral |

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| AC 1.2Plan the delivery of the facilities management service identified including all resource requirements | **Referral [ca. 5/20]** | **Pass [10/20]** | **Good Pass [ca. 15/20]** | **Assessor feedback on AC** |
| * No plan is supplied
* A plan is given including all resource requirements for the delivery of the facilities management service identified in AC 1.1 **but** the plan is incorrect, inappropriate or minimal and/or may not include resource requirements
 | * A correct and appropriate plan (e.g. planned preventative maintenance, service level agreements, benchmarking, risk management, emergency procedures, business continuity plans, asset registers, etc) is provided for the delivery of the facilities management service identified for AC 1.1 that includes resources requirements. Although the plan and/or resources requirements may be limited it must specify most of: what, where, when, who, how
 | * A thorough and detailed step-by-step plan is provided for the delivery of the facilities management service identified for AC 1.1 which includes detailed resource requirements
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| / 20(min. of 10) | Pass or Referral |
| AC 1.3Explain how the delivery of the facilities management service identified will be communicated | **Referral [ca. 4/16]** | **Pass [8/16]** | **Good Pass [ca. 12/16]** | **Assessor feedback on AC** |
| * The way in which the delivery of the facilities management service identified in AC 1.1 will be communicated is merely stated as opposed to explained
* An explanation is given of how the delivery of the facilities management service identified will be communicated **but** the explanation is inappropriate or minimal
 | * An appropriate explanation is given of how the delivery of the identified facilities management service will be communicated (e.g. board reports, management meetings, team briefings, site inductions, signage and notice boards, etc) although the explanation may be limited
 | * A thorough and detailed explanation is given of the technique(s) by which the delivery of the identified facilities management service will be communicated
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| / 16(min. of 8) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |

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| **Learning Outcome / Section 2:** Understand how to collect feedback and evaluate service delivery in the workplace |
| **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 2.1Explain ways in which you could collect and evaluate feedback from relevant people about the facilities management service | **Referral [ca. 6/24]** | **Pass [12/24]** | **Good Pass [ca. 18/24]** |  |
| * Ways in which you could collect and evaluate feedback from relevant people about the facilities management service are merely stated or listed as opposed to explained
* An explanation is given of how you could collect feedback but nothing is given for evaluation
* An explanation is given of how you could collect and evaluate feedback from relevant people about the facilities management service **but** the explanation is incorrect, inappropriate or minimal
* Less than two ways in which you could collect and evaluate feedback from relevant people about the facilities management service are explained
 | * A correct and appropriate explanation is given of at least two ways in which you could both collect and evaluate feedback (e.g. questionnaires, surveys, comment cards, verbal feedback, electronic feedback, etc) from relevant people about the facilities management service. However the explanation of **either** the collection **or** the evaluation may be limited and the relevance of the people may be more implicit than explicit
 | * A thorough and detailed explanation is given of at several ways in which you could collect and evaluate feedback from a range of relevant people about the facilities management service, making the relevance of the selected consultees explicitly clear
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| / 24(min. of 12) | Pass or Referral |
| **Section comments** (optional): | **Verification comments** (optional): |

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| **Learning Outcome / Section 3:** Understand how to monitor the service delivery activity to ensure continuous improvement |
| **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 what tools you would use to continuously monitor the effective delivery of facilities management services to ensure continuous improvement | **Referral [ca. 6/24]** | **Pass [12/24]** | **Good Pass [ca. 18/24]** |  |
| * Tools to continuously monitor the effective delivery of facilities management services are merely stated as opposed to explained
* Less than two tools to continuously monitor the effective delivery of facilities management services are explained
* An explanation is given of tools to continuously monitor the effective delivery of facilities management services to ensure continuous improvement **but** the explanation is incorrect or minimal
 | * A correct explanation is given of at least two tools you would use to continuously monitor the effective delivery of facilities management services (e.g. complaint log books, comment cards, user surveys, analysis of help-desk fault reports, analysis of down-time of equipment, analysis of incidents, etc) to ensure continuous improvement. However the explanation may be limited and the way in which continuous improvement is ensured may be more implicit than explicit
 | * A thorough and detailed explanation is given of several tools you would use to continuously monitor the effective delivery of facilities management services, making explicitly clear how this would ensure continuous improvement
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| / 24(min. of 12) | 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:** |