**MARK SHEET – Understanding incident management and disaster recovery 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:** Understand business risk management process and potential threats to 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** | |
| AC 1.1  Explain the process of business risk management | **Referral [ca. 5/20]** | | **Pass [10/20]** | | **Good Pass [ca. 15/20]** | | |  | |
| * The process of business risk management is merely stated as opposed to explained * An explanation is given of the process of business risk management **but** the explanation is incorrect or minimal | | * An explanation is given of the process of business risk (e.g. financial, loss of market, operational, competitor activity, supply chain failure, non-availability of business premises and/or workforce, legal proceedings, loss of reputation) management although the explanation may be limited | | * The process of business risk management is thoroughly explained, in detail, perhaps enhanced with workplace examples, making clear the possible consequences of not managing business risk | | |
| / 20  (min. of 10) | Pass or Referral |

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| AC 1.2  Describe potential threats and major incidents that could occur in own workplace | **Referral [ca. 3/12]** | **Pass [6/12]** | | **Good Pass [ca. 9/12]** | **Assessor feedback on AC** | |
| * Potential threats and major incidents that could occur in own workplace are merely stated as opposed to described * A description is given of potential threats and major incidents that could occur in own workplace **but** the description is incorrect, inappropriate or minimal * Less than two potential threats and/or less than two major incidents are described | * A correct and appropriate description is given of two or more potential threats **and** at least two major incidents (e.g. prosecution and/or civil proceedings, fire, explosion, act of terrorism, theft, failure of major customer or supplier, major power outage or plant failure, flood) that could occur in own workplace although the description of either potential threats or major incidents may be limited | | * A thorough and detailed description is given, perhaps enhanced with workplace examples, of several potential threats and several major incidents that could occur in own workplace along with an outline of the possible consequences |  | |
| / 12  (min. of 6) | Pass or Referral |
| AC 1.3  Describe potential outcomes if hazards and incidents are not managed | **Referral [ca. 2/8]** | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | **Assessor feedback on AC** | |
| * Potential outcomes if hazards and incidents are not managed are merely stated or listed as opposed to described * A description is given of potential outcomes if hazards and incidents are not managed **but** the description is incorrect, inappropriate or minimal * Less than two potential outcomes are described | * A correct and appropriate description is given of at least two potential outcomes if hazards and incidents are not managed although the description may be limited | | * A thorough and detailed description is given, perhaps enhanced with workplace examples, of several potential outcomes if hazards and incidents are not managed |  | |
| / 8  (min. of 4) | Pass or Referral |
| **Section comments** (optional): | | | **Verification comments** (optional): | | | |

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| **Learning Outcome / Section 2:** Understand how to reduce the impact of business interruption on people and 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** | |
| AC 2.1  Explain how to reduce the impact of business interruption on people and the organisation | **Referral [ca. 3/12]** | | **Pass [6/12]** | | | **Good Pass [ca. 9/12]** | |  | |
| * A way of reducing the impact of business interruption on people and the organisation is merely stated as opposed to described * An explanation is given of how to reduce the impact of business interruption on people and the organisation **but** the explanation is incorrect, inappropriate or minimal | | * A correct and appropriate explanation is given of how to reduce the impact of business interruption on **both** people **and** also the organisation although the explanation may be limited | | | * A thorough and detailed explanation is given, perhaps enhanced with examples, of how to reduce the impact of business interruption on both people and also the organisation making clear the possible consequences of business interruption | |
| / 12  (min. of 6) | Pass or Referral |
| AC 2.2  List mitigation measures used to prevent major incidents in the organisation | **Referral [ca. 3/12]** | | **Pass [6/12]** | | | **Good Pass [ca. 9/12]** | | **Assessor feedback on AC** | |
| * Mitigation measures used to prevent major incidents in the organisation are listed **but** are incorrect or inappropriate to prevent incidents * Mitigation measures used to prevent major incidents in the organisation are not listed | | * A list is given of appropriate mitigation measures (e.g. business continuity planning, emergency preparedness, security, training, insurance, etc) used to prevent major incidents in the organisation although the way those measures achieve prevention are more implicit than explicit | | | * A detailed list is given of a range of mitigation measures used to prevent major incidents in the organisation making clear how the measures prevent major incidents | |  | |
| / 12  (min. of 6) | Pass or Referral |
| AC 2.3  Describe monitoring and review processes that are used in own organisation | **Referral [ca. 3/12]** | | **Pass [6/12]** | | | **Good Pass [ca. 9/12]** | | **Assessor feedback on AC** | |
| * Monitoring and review processes that are used in own organisation are merely stated as opposed to described * A description is given of monitoring and review processes that are used in own organisation **but** the description is incorrect, inappropriate or minimal * Less than two monitoring and review processes are described | | * A correct and appropriate description is given of at least two monitoring and review processes that are used in own organisation | | | * A thorough and detailed description is given of several monitoring and review processes that are used in own organisation along with an outline of how they are used | |  | |
| / 12  (min. of 6) | Pass or Referral |
| **Section comments** (optional): | | | | **Verification comments** (optional): | | | | | |
| **Learning Outcome / Section 3:** Understand how to recover after a major incident has occurred 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 3.1  Explain the recovery procedures in own organisation | **Referral [ca. 3/12]** | | **Pass [6/12]** | | | **Good Pass [ca. 9/12]** | |  | |
| * The recovery procedures in own organisation are merely stated as opposed to explained * An explanation is given of the recovery procedures **but** the explanation is inappropriate or minimal and/or the procedures do not relate to own organisation | | * An appropriate explanation is given of the recovery procedures (e.g. identification of potential threats, selection and training of recovery teams, alternative premises, ‘hot’ and ‘cold’ start locations, liaison with emergency services, communication equipment, ‘cascade’ systems, etc) in own organisation although the explanation may be limited | | | * A thorough and detailed explanation is given of several recovery procedures in own organisation | |
| / 12  (min. of 6) | Pass or Referral |
| AC 3.2  Describe a major incident that could occur in own workplace and explain your role should this incident occur | **Referral [ca. 3/12]** | | **Pass [6/12]** | | | **Good Pass [ca. 9/12]** | | **Assessor feedback on AC** | |
| * A major incident that could occur in own workplace is merely stated as opposed to described * An appropriate explanation is given of own role should an incident occur **but** the explanation is incorrect, inappropriate or minimal | | * An appropriate description is given of a major incident that could occur in own workplace along with an explanation of own role should this incident occur although the description and or explanation may be limited and the possible consequences are more implicit than explicit | | | * A thorough and detailed description is given of a major incident that could occur in own workplace along with detailed explanation of own role should this incident occur, the possible consequences being made explicitly clear | |  | |
| / 12  (min. of 6) | 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:** | |