**MARK SHEET – Understanding how to manage remote workers**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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 the nature of remote working | | | | | | | | | | |
| **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 meaning of remote working | **Referral [ca. 1/4]** | | **Pass [2/4]** | | **Good Pass [ca. 3/4]** | | |  | | |
| * The meaning of remote working is merely briefly stated as opposed to explained * An explanationis given of the meaning of remote working **but** it is incorrect, inappropriate or minimal | | * The meaning of remote workingis correctly explained | | * The meaning of remote workingis thoroughly explained in detail | | |
| / 4  (min. of 2) | | Pass or Referral |
| AC 1.2  List the benefits of remote working for the organisation and the individual | **Referral [ca. 2/8]** | | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | | | **Assessor feedback on AC** | | |
|  | | |
| * The benefits of remote working for **either** the organisation or the individual are listed **but** not both * The benefits of remote working are listed but do not relate to the organisation and/or to the individual | | * An appropriate list is given of the benefits of remote working both for the organisation and the individual | | * A detailed list is given of the benefits of remote working for both the organisation and the individual | | |
| / 8  (min. of 4) | Pass or Referral | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| AC 1.3  List the potential barriers to remote working for the organisation and for the individual | **Referral [ca. 2/8]** | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | **Assessor feedback on AC** | |
| * The potential barriers to remote working **either** for the organisation or for the individual are listed **but** not both * Potential barriers to remote working are listed but do not relate to the organisation and/or to the individual | * An appropriate list is given of the potential barriers to remote working both for the organisation and for the individual | | * A detailed list is given of the potential barriers to remote working both for the organisation and for the individual |  | |
| / 8  (min. of 4) | Pass or Referral |
| **Section comments** (optional): | | | **Verification comments** (optional): | | | |
| Learning Outcome / Section 2: Know how to lead a remote working team | | | | | | |
| **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 the role of trust in remote working | **Referral [ca. 2/8]** | **Pass [4/8]** | | **Good Pass [ca. 6/8]** |  | |
| * The role of trust in remote working is merely stated as opposed to explained * An explanation is given of the role of trust in remote working **but** it is incorrect, inappropriate or minimal | * An explanation is given of the role of trust in remote working although the explanation may be limited | | * The role of trust in remote working is thoroughly explained in detail |
| / 8  (min. of 4) | Pass or Referral |
| AC 2.2  Describe how to develop trust when managing remote workers | **Referral [ca. 3/12]** | **Pass [6/12]** | | **Good Pass [ca. 9/12]** | **Assessor feedback on AC** | |
| * How to develop trust when managing remote workers is merely stated as opposed to described * A description is given ofhow to develop trust when managing remote workers **but** the description is incorrect, inappropriate or minimal * A description is given ofgenerallyhow to develop trust but which does not relate to the management of remote workers | * How to develop trust when managing remote workers is described although the description may be limited | | * How to develop trust when managing remote workers is thoroughly described in detail |  | |
| / 12  (min. of 6) | Pass or Referral |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| AC 2.3  Explain the role of communication in remote working | **Referral [ca. 2/8]** | **Pass [4/8]** | **Good Pass [ca. 6/8]** | **Assessor feedback on AC** | |
| * The role of communication in remote working is merely stated as opposed to explained * An explanation is given of the role of communication in remote working **but** it is incorrect, inappropriate or minimal | * An explanation is given of the role of communication in remote working although the explanation may be limited | * The role of communication in remote working is thoroughly explained in detail |  |  |
| / 8  (min. of 4) | Pass or Referral |
| AC 2.4  Describe how to communicate effectively with remote workers | **Referral [ca. 3/12]** | **Pass [6/12]** | **Good Pass [ca. 9/12]** | **Assessor feedback on AC** | |
| * How to communicate effectively with remote workers is merely stated as opposed to described * A description is given ofhow to communicate effectively with remote workers **but** the description is incorrect, inappropriate or minimal * A general description is given ofhow to communicate effectively but which does not relate to remote workers | * How to communicate effectively with remote workers is described although the description may be limited | * How to communicate effectively with remote workers is thoroughly described in detail |  | |
| / 12  (min. of 6) | Pass or Referral |
| AC 2.5  Explain the role and nature of motivation when managing remote workers | **Referral [ca. 2/8]** | **Pass [4/8]** | **Good Pass [ca. 6/8]** | **Assessor feedback on AC** | |
| * The role and nature of motivation when managing remote workers is merely stated as opposed to explained * An explanation is given of the role and nature of motivation when managing remote workers **but** it is incorrect, inappropriate or minimal * An explanation is given of the **either** the role or the nature of motivation when managing remote workers **but** not both | * An explanation is given of both the role and nature of motivation when managing remote workers although the explanation may be limited | * The role and nature of motivation when managing remote workers is thoroughly explained in detail |  | |
| / 8  (min. of 4) | Pass or Referral |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| AC 2.6  Describe how to give effective feedback to remote workers | **Referral [ca. 2/8]** | **Pass [4/8]** | | | **Good Pass [ca. 6/8]** | | **Assessor feedback on AC** | | |
| * How to give effective feedback to remote workers is merely stated as opposed to described * How to give effective feedback to remote workersis described **but** the description is incorrect, inappropriate or minimal * A general description is provided ofhow to give effective feedback but which does not relate to remote workers | * How to give effective feedback to remote workers is described although the description may be limited | | | * How to give effective feedback to remote workers is thoroughly described in detail | |  | | |
| / 8  (min. of 4) | Pass or Referral | |
| **Section comments** (optional): | | | | **Verification comments** (optional): | | | | | |
| Learning Outcome / Section 3: Know how to provide support for remote workers | | | | | | | | | |
| **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  Describe how to overcome isolation for remote workers | **Referral [ca. 2/8]** | | **Pass [4/8]** | | | **Good Pass [ca. 6/8]** |  | | |
| * How to overcome isolation for remote workers is merely stated as opposed to described * A description is given ofhow to overcome isolation for remote workers **but** the description is incorrect, inappropriate or minimal * A non-specific description is given of how to overcome isolation in general but it is not related to remote workers | | * How to overcome isolation for remote workers is described although the description may be limited | | | * How to overcome isolation for remote workers is thoroughly described in detail |
| / 8  (min. of 4) | | Pass or Referral |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| AC 3.2  Describe how to ensure health and safety of remote workers | **Referral [ca. 2/8]** | | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | | **Assessor feedback on AC** | |
| * How to ensure health and safety of remote workers is merely stated as opposed to described * A description is given ofhow to ensure health and safety of remote workers **but** the description is incorrect, inappropriate or minimal * A description is given ofgenerallyhow to ensure health and safety but it does not relate to remote workers | | * How to ensure health and safety of remote workers is described although the description may be limited | | * How to ensure health and safety of remote workers is thoroughly described in detail | |  | |
| / 8  (min. of 4) | Pass or Referral |
| AC 3.3  Describe how to provide technical support for remote working | **Referral [ca. 2/8]** | | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | | **Assessor feedback on AC** | |
| * How to provide technical support for remote workers is merely stated as opposed to described * A description is given ofhow to provide technical support for remote workers **but** the description is incorrect, inappropriate or minimal | | * How to provide technical support for remote workers is described although the description may be limited | | * How to provide technical support for remote workers is thoroughly described in detail | |  | |
| / 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:** | |