**MARK SHEET –Managing information**

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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 the management of information within 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**  *[comments not necessary in every box]* | | |
| AC 1.1  Critically assess information flow through a number of different channels within the organisation | **Referral [*ca. 5/20*]** | | **Pass [*10/20*]** | | | **Good Pass [*ca. 15/20*]** | | | | |  | | |
| * Information flows are not addressed, or information flows are not within the organisation, or only one channel is addressed * Information flows are listed or described with no critical assessment using theory, evidence and appropriate criteria to make judgements, or the theory, evidence and criteria used are insufficient to make meaningful judgements | | * A combination of theory, evidence and appropriate criteria are used to critically assess and make meaningful judgements about information flows through a number of channels within the organisation, although the channels may be similar and/or the evidence used may sometimes be subjective, and/or the criteria may not always be transparent | | | * A combination of theory, comprehensive objective evidence and appropriate and transparent criteria are used to critically assess and make meaningful judgements about information flows through a number of diverse channels within the organisation | | | | |
| / 20  (min. of 10) | | Pass or Referral |
| AC 1.2  Propose improvements to the flow of information within your area of responsibility, based on your organisational assessment | **Referral [*ca. 3/12*]** | | **Pass [*6/12*]** | | | **Good Pass [*ca. 9/12*]** | | | | |  | | |
| * No improvements are proposed, or the improvements proposed are incorrect, incomplete or inappropriate, or are not based on a critical organisational assessment | | * Improvements proposed are based on a critical organisational assessment and are correct and appropriate, although the proposals may need further development for implementation | | | * Improvements proposed are based on a critical organisational assessment and are correct and appropriate and require no further development for implementation | | | | |
| / 12  (min. of 6) | | Pass or Referral |
| **Assessment comments** (optional): | | | | | **Verification comments** (optional): | | | | | | | | |
| **Learning Outcome / Section 2:** Be able to gather and analyse information to make decisions or solve problems in your area of responsibility | | | | | | | | | | | | | |
| **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  Collect information from a wide range of sources to support management decision-making | **Referral [*ca. 5/20*]** | | **Pass [*10/20*]** | | | **Good Pass [*ca. 15/20*]** | | | | |  | | |
| * The purpose of collecting the information is not stated, or the stated purpose is unclear, incomplete or inappropriate * The information gathered: * is not verified or the sources are not referenced * is not sufficient to enable a meaningful analysis to be undertaken * is from one source * is not sufficient to meaningfully address the scope of the stated purpose | | * The information gathered is from a wide range of sources and is sufficient to undertake a meaningful analysis, although the information may not always be clearly verified or wholly referenced, or some additional information may be required to fully address the purpose stated | | | * The purpose of collecting the information is clear, complete and appropriate * Comprehensive information that is relevant to, and appropriate for, the identified purpose is gathered from a wide range of sources that reflect the full scope of the identified purpose * The information gathered is always verified or referenced and permits a meaningful analysis to be undertaken with a high level of confidence | | | | |
| / 20  (min. of 10) | | Pass or Referral |
| AC 2.2  Analyse the information collected from a wide variety of sources, to inform decision-making | **Referral [*ca. 5/20*]** | | **Pass [*10/20*]** | | | **Good Pass [*ca. 15/20*]** | | | | |  | | |
| * Information has not been analysed to discover the meaning or essential features of the information or to identify possible causation and patterns or trends or draw conclusions, or the analysis is inappropriate, incomplete, or incorrect | | * Information has been appropriately and correctly analysed to discover the meaning or essential features of the data or to identify possible causation and/or draw conclusions from identified patterns or trends, although the analysis may be limited in comparison to the information gathered | | | * The full range of information has been appropriately and correctly analysed to discover the meaning or essential features of the data or to identify possible causation and/or draw conclusions from identified patterns or trends | | | | |
| / 20  (min. of 10) | | Pass or Referral |
| AC 2.3  Use this analysis of information to make and justify a management decision | **Referral [*ca. 3/12*]** | | **Pass [*6/12*]** | | | **Good Pass [*ca. 9/12*]** | | | | |  | | |
| * A management decision has not been justified by presenting a rationale for a particular action or choice, or a management decision has been made and justified with no reference to the analysis of the information, or the analysis of the information has been interpreted incorrectly or inappropriately and does not support the rationale for the management decision | | * A management decision is justified by presenting a rationale for a particular action or choice that is supported by a correct and appropriate interpretation of the information analysis that supports the rationale, although the full scope of the stated purpose may not always be entirely justified by the analysis or the implications of the management decision have not always been considered | | | * The full scope of a management decision is justified by presenting a rationale for a particular action or choice that is supported by a correct and appropriate interpretation of the information analysis that supports the rationale with full consideration given to the implications of the decision | | | | |
| / 12  (min. of 6) | | Pass or Referral |
| **Section comments** (optional): | | | | | **Verification comments** (optional): | | | | | | | | |
| **Learning Outcome / Section 3:** Be able to disseminate information on a management decision, through the right organisational channels | | | | | | | | | | | | | |
| **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  Communicate information to team members or other colleagues to meet business objectives, using appropriate organisational channels | **Referral [*ca. 2/8*]** | | **Pass [*4/8*]** | | | **Good Pass [*ca. 6/8*]** | | | | |  | | |
| * There is no evidence that information is communicated to team members or other colleagues, or the information communicated is inaccurate, incorrect, incomplete or ambiguous, or the information is not focused on business objectives, or the information is communicated using inappropriate organisational channels | | * There is explicit evidence that accurate, correct, complete and unambiguous information that is focused on business objectives is communicated to team members or other colleagues using appropriate organisational channels, although the appropriateness of all the organisational channels is not always made fully transparent or explicit | | | * There is explicit evidence that accurate, correct, complete and unambiguous information that is focused on business objectives is communicated to team members or other colleagues using appropriate organisational channels, and the appropriateness of all the organisational channels is made fully transparent an explicit | | | | |
| / 8  (min. of 4) | | Pass or Referral |
| AC 3.2  Communicate information to stakeholders or customers to meet business objectives, using appropriate organisational channels | **Referral [*ca. 2/8*]** | | **Pass [*4/8*]** | | | **Good Pass [*ca. 6/8*]** | | | | |  | | |
| * There is no evidence that information is communicated to stakeholders or customers, or the information communicated is inaccurate, incorrect, incomplete or ambiguous, or the information is not focused on business objectives, or the information is communicated using inappropriate organisational channels | | * There is explicit evidence that accurate, correct, complete and unambiguous information that is focused on business objectives is communicated to stakeholders or customers using appropriate organisational channels, although the appropriateness of all the organisational channels is not always made fully transparent or explicit | | | * There is explicit evidence that accurate, correct, complete and unambiguous information that is focused on business objectives is communicated to stakeholders or customers using appropriate organisational channels, and the appropriateness of all the organisational channels is made fully transparent an explicit | | | | |
| / 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 of QA Check:** | | | **Outcome** (*delete as applicable*): **PASS / REFERRAL** | | | | | **Signature of QA:**  **Date of QA check:** | | | |