**MARK SHEET – Understanding quality management 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 the importance of quality management within 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 1.1  Explained why quality is important to internal and external customers in the workplace | **Referral [ca. 3/12]** | | **Pass [6/12]** | | **Good Pass [ca. 9/12]** | | |  | |
| * An explanation of why quality is important to internal and/or external customers in the workplace is not given, or is incorrect or incomplete | | * Why quality is important to internal and external customers in the workplace is briefly explained | | * A detailed explanation of why quality is important to internal and external customers in the workplace is given | | |
| / 12  (min. of 6) | Pass or Referral |
| AC 1.2  Explained what is meant by Total Quality Management | **Referral [ca. 3/12]** | | **Pass [6/12]** | | **Good Pass [ca. 9/12]** | | | **Assessor feedback on AC** | |
| * What is meant by Total Quality Management is not explained or is explained incorrectly | | * What is meant by Total Quality Management is explained although the explanation may lack detail | | * A detailed explanation of what is meant by Total Quality Management is given | | |  | |
| / 12  (min. of 6) | Pass or Referral |

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| AC 1.3  Explained the difference between design quality standards and process quality standards | **Referral [ca. 3/12]** | **Pass [6/12]** | | **Good Pass [ca. 9/12]** | **Assessor feedback on AC** | |
| * The difference between design quality standards and process quality standards is not explained or is incorrect or incomplete | * The difference between design quality standards and process quality standards is explained although the difference suggested may be slight | | * Several clear and dissimilar differences between design quality standards and process quality standards are fully explained |  | |
| / 12  (min. of 6) | Pass or Referral |
| AC 1.4  Explained the cost of quality in the workplace | **Referral [ca. 3/12]** | **Pass [6/12]** | | **Good Pass [ca. 9/12]** | **Assessor feedback on AC** | |
| The cost of quality in the workplace is not explained or is explained incorrectly | A brief explanation of the cost of quality in the workplace is given | | A full and detailed explanation of the cost of quality in the workplace  Is given |  | |
| / 12  (min. of 6) | Pass or Referral |
| **Section comments** (optional): | | | **Verification comments** (optional): | | | |
| **Learning Outcome / Section 2:** Understand how quality is delivered within 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 2.1  Described a quality system used in the workplace | **Referral [ca. 3/12]** | **Pass [6/12]** | | **Good Pass [ca. 9/12]** |  | |
| * A quality system used in the workplace is not described * The system described is not recognised as a quality system | * A recognised quality system used in the workplace is described, although the description may be limited | | * A recognised quality system used in the workplace is fully described |
| / 12  (min. of 6) | Pass or Referral |
| AC 2.2  Identified quality standards set for the workplace | **Referral [ca. 2/8]** | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | **Assessor feedback on AC** | |
| * Quality standards set for the workplace are not identified or are merely listed * Only one quality standard set for the workplace is identified | * Two or more quality standards set for the workplace are identified, although the quality standards may be similar in nature | | * Two or more dissimilar quality standards set for the workplace are identified and stated in detail |  | |
| / 8  (min. of 4) | Pass or Referral |

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| AC 2.3  Described tools used to monitor quality in the workplace | **Referral [ca. 2/8]** | | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | | **Assessor feedback on AC** | |
| * Tools used to monitor quality in the workplace are not described or are merely listed or if described are incorrect or incomplete * The tools selected are not recognised as those for monitoring quality * Only one tool used to monitor quality in the workplace is described | | * Two or more appropriate tools used to monitor quality in the workplace are described, although the descriptions may be limited | | * A range of appropriate tools used to monitor quality in the workplace are fully described | |  | |
| / 8  (min. of 4) | Pass or Referral |
| AC 2.4  Described records for maintaining quality in the workplace | **Referral [ca. 2/8]** | | **Pass [4/8]** | | **Good Pass [ca. 6/8]** | | **Assessor feedback on AC** | |
| * Records for maintaining quality in the workplace are not described or if described are incorrect or incomplete * Only one record type is described | | * Two or more records for maintaining quality in the workplace are briefly described and/or the selected types of records may be similar | | * Several different types of records for maintaining quality in the workplace are fully described | |  | |
| / 8  (min. of 4) | Pass or Referral |
| AC 2.5  Identified practical and positive steps to improve quality in the workplace | **Referral [ca. 4/16]** | | **Pass [8/16]** | | **Good Pass [ca. 12/16]** | | **Assessor feedback on AC** | |
| * Practical and positive steps to improve quality in the workplace are not identified or are merely listed * Only practical or only positive steps to improve quality in the workplace are identified | | * Two or more steps that are both practical and positive and which would improve quality in the workplace are identified and briefly stated | | * Several steps that are both practical and positive and which would improve quality in the workplace are clearly identified | |  | |
| / 16  (min. of 8) | 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:** | |