**MARK SHEET –Working with customers legally**

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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 customer’s rights in line with current UK legislation [28 Marks] |
| **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* Explain the purpose of consumer rights
 | **Referral [ca.4/16]** | **Pass [8/16]** | **Good Pass [ca.12/16]** |  |
| * The purpose of consumer rights is not mentioned
* The purpose is merely described, as opposed to explained or, if explained, it is incorrect
 | * The purpose of consumer rights is accurately explained although the reason(s) given may be limited
 | * The purpose of consumer rights is explained clearly, accurately and in detail with the reason(s) made explicit
* Examples are given to enhance explanation
 |
| / 16(min. of 8) | Pass or Referral |
| AC 1.2* Give examples of the rights of a customer in a contract with a supplier
 | **Referral [ca.3/12]** | **Pass [6/12]** | **Good Pass [ca.9/12]** |  |
| * No examples of the rights of a customer in a contract with a supplier are given or, if given, are incorrect
* Examples are given of generic customer rights but do not relate to a contractual relationship
 | * At least two examples of the rights of a customer in a contract with a supplier are given. These may include, but not be limited to: rights arising from the law relating to the sale of goods and services, e.g. the right for the service or product to be of satisfactory quality, fit for purpose and as described
 | * Several detailed examples of the rights of a customer in a contract with a supplier are given. These may include, but not be limited to: rights arising from the law relating to the sale of goods and services, e.g. the right for the service or product to be of satisfactory quality, fit for purpose and as described and additionally may give the right for repair, replacement or refund in the event that any of the above are absent.
 |
| / 12(min. of 6) | Pass or Referral |
| **Assessment comments** (optional): | **Verification comments** (optional): |
| **Learning Outcome / Section 2:** Understand the responsibilities of the team in line with organisational policy [48 Marks] |
| **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* Describe the organisational responsibilities when collecting and storing customer data
 | **Referral [ca.4/16]** | **Pass [8/16]** | **Good Pass [ca.12/16]** |  |
| * No description given of the organisational responsibilities when collecting and storing customer data or, if given, description is inaccurate or incorrect
* The organisational responsibilities are merely listed or identified, as opposed to described
 | * Accurate description is given of the organisational responsibilities when collecting and storing customer data although the description may be narrow or otherwise limited
 | * Clear, detailed and accurate description is given of the organisational responsibilities when collecting and storing customer data
* Explains application of Data Protection Act and organisational warranties and codes of practice
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| / 16(min. of 8) | Pass or Referral |
| AC 2.2* Outline why it is important to maintain confidentiality
 | **Referral [ca.3/12]** | **Pass [6/12]** | **Good Pass [ca.9/12]** |  |
| * No outline of why it is important to maintain confidentiality is given or, if given, is incorrect
* The reason(s) for confidentiality are merely stated, as opposed to outlined
 | * An outline is given of why it is important to maintain confidentiality
 | * Explains in some detail, as opposed to merely outlining, why it is important to maintain confidentiality
* The explanation is enhanced with examples and a link is made to the Data Protection Act, contractual obligations, legal liability, etc
* Explains the implications of not maintaining confidentiality
 |
| / 12(min. of 6) | Pass or Referral |
| AC 2.3* Explain why it is important that the product and/or service complies with agreed standards and specifications as stipulated by the organisation
 | **Referral [ca.5/20]** | **Pass [10/20]** | **Good Pass [ca.15/20]** |  |
| * Nothing is given on why it is important that the product and/or service complies with agreed standards and specifications as stipulated by the organisation
* It is merely stated, as opposed to explained, why it is important that the product and/or service complies with agreed standards and specifications as stipulated by the organisation or, if explained, it is incorrect
 | * It is explained why it is important that the product and/or service complies with agreed standards and specifications as stipulated by the organisation. However the explanation may be limited and only one appropriate reason provided
 | * A range of different reasons, that are clear and detailed are explained as to why it is important that the product and/or service complies with agreed standards and specifications as stipulated by the organisation
* Some of the reasons are related to consumer legislation
* The explanation clarifies typical standards and expectations
* The explanation may also give potential implications of non-compliance with examples to enhance the explanation
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| / 20(min. of 10) | Pass or Referral |
| **Assessment comments** (optional): | **Verification comments** (optional): |
| **Learning Outcome / Section 3:** Understand the organisation’s complaints procedure [24 Marks] |
| **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 3.1Outline the organisation’s procedure for dealing with complaints or problems  | **Referral [ca.4/16]** | **Pass [8/16]** | **Good Pass [ca.12/16]** |  |
| * No recognisable way is given for how the organisation deals with complaints or problems
* The outlined procedure for dealing with complaints or problems is inappropriate
 | * An outline is given of the organisation’s procedure for how to deal with complaints or problems
 | * A detailed explanation is given, as opposed to a mere outline, of the organisation’s approach to complaints or problems and a step-by-step procedure is described for dealing with them
* Examples are given to enhance the explanation
 |
| / 16(min. of 8) | Pass or Referral |
| AC 3.2Give one example of a customer complaint / problem that would need to be referred to a higher authority | **Referral [ca.2/8]** | **Pass [4/8]** | **Good Pass [ca.6/8]** |  |
| * No example is given of a customer complaint or problem that would need to be referred to a higher authority
* An example is given but it is inappropriate
 | * An example is given of a customer complaint or problem that would need to be referred to a higher authority
 | * An example is described in detail of a customer complaint or problem that would need to be referred to a higher authority and an explanation is given of why and how it should be referred
* The limits of own authority are made clear by distinguishing between those matters than can be dealt with first hand and those that would need referral
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| / 8(min. of 4) | Pass or Referral |
| **Assessment comments** (optional): | **Verification comments** (optional): |
|  | **/ 100** | **TOTALMARKS** |
| **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:** |