**MARK SHEET – Planning and monitoring work**

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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 how to work within the organisational guidelines to achieve team goals [20 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* Identify an organisational policy that can have an effect on the planning and allocation of work
 | **Referral [ca.2/8]** | **Pass [4/8]** | **Good Pass [ca.6/8]** |  |
| * The organisational policy that has been identified as relevant to the planning of work is unclear or inappropriate
* No link can be seen between the identified policy and the planning of work
 | * An organisational policy is given and, although limited, some link is made between the policy and work planning and allocation and its effect on the planning of work is briefly and implicitly identified
 | * An appropriate organisational policy is described, perhaps in some detail, a clear relevance to work planning is identified and the way in which it affects the planning and allocation of work is clear and explicit
* An explanation is given of how work is allocated in compliance with the organisational policy
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| / 8(min. of 4) | Pass or Referral |

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| AC 1.2* Give an example of a target or objective that a team is working to achieve
 | **Referral [ca.3.12]** | **Pass [6/12]** | **Good Pass [ca.9/12]** |  |
| * The example of a target or objective the team is working to achieve is not acceptable as a target or objective
* The given target or objective is unclear or inappropriate
* No link can be seen between the target or objective and the work of the team
 | * The example of a target or objective the team is working to achieve is clear and appropriate although how this target or objective is measured may not be clear
 | * The example of a target or objective the team is working to achieve is clear and appropriate and measurement of the target or objective is made clear.
* The example target or objective is SMART
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| / 12(min. of 6) | Pass or Referral |
| **Assessment comments** (optional): | **Verification comments** (optional): |
| **Learning Outcome / Section 2:** Understand how to plan and allocate work [44 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 2.1List the key stages when planning and allocating work | **Referral [ca.2/8]** | **Pass [4/8]** | **Good Pass [ca.6/8]** |  |
| * Planning and allocating work is not addressed
* How work is planned and allocated is incorrect, incomplete or inappropriate
* No stages are listed for the process of planning and allocating work
 | * The method of planning and allocating work is correct and appropriate although the breaking down into stages may be limited and not totally clear
 | * The method of planning and allocating work is correct, complete and appropriate with clear and meaningful step-by-step key stages
* An explanation is given of the method of planning and allocating work
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| / 8(min. of 4) | Pass or Referral |

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| AC 2.2Describe how work is allocated to meet team objectives | **Referral [ca.5/20]** | **Pass [10/20]** | **Good Pass [ca.15/20]** |  |
| * Little or nothing given on allocating work
* The method for allocating work is incorrect, incomplete, or inappropriate
* The planning or allocation of work is merely identified as opposed to being described
* The description of allocation of work does not address team objectives
 | * How work is allocated is correct, complete and appropriate, e.g. rotas/shifts, and it addresses team objectives although the description of how it will meet the objectives may be limited
 | * How work is allocated is correct, complete, and appropriate and is fully described in detail, the method clearly and explicitly addresses team objectives and a detailed explanation of how it will meet the team objectives is provided
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| / 20(min. of 10) | Pass or Referral |
| AC 2.3* Describe how to check that team members understand their allocated work
 | **Referral [ca.4/16]** | **Pass [8/16]** | **Good Pass [ca.12/16]** |  |
| * A way of checking that team members understand what work is required of them is not addressed
* A way of checking the understanding of allocated work is given but is incorrect, incomplete, or inappropriate
* A way of checking is merely identified as opposed to described
 | * A way of checking that team members understand what work is required of them is given that is correct, complete and appropriate although the description of its key features may be limited
 | * A way of checking that team members understand their allocated work is correct, complete and appropriate and detailed descriptions of its key features are provided
* The method of checking is broken down in detail stage by stage
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| / 16(min. of 8) | Pass or Referral |

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| **Learning Outcome / Section 3:** Understand how to monitor a team’s performance against the plan [36 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 a method to monitor the teams performance against the plan | **Referral [ca.4/16]** | **Pass [8/16]** | **Good Pass [ca.12/16]** |  |
| * A way to monitor the team’s work is not given
* The way to monitor the team’s work is incorrect, incomplete or inappropriate
 | * A way to monitor the team’s work is outlined (eg production targets, quality standards, timescales compared to team outputs and variances) is correct, complete and appropriate however the link to monitoring performance against the plan might be limited
 | * A detailed method to monitor the team’s performance against the plan is given
* A method to monitor the team’s performance is described as opposed to merely outlined
* The link between the monitoring of the team’s performance and their performance against the plan is clear, explicit and detailed
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| / 16(min. of 8) | Pass or Referral |
| AC 3.2Describe an action the team leader could take to rectify underachievement against the plan  | **Referral [ca.5/20]** | **Pass [10/20]** | **Good Pass [ca.15/20]** |  |
| * An action the team leader could take to rectify performance is not provided
* An action the team leader could take is merely stated with no description of the key features of the action
* The action is incorrect, incomplete or inappropriate
 | * A description is given of the key features of an action the team leader could take to rectify performance, the action is correct, complete and appropriate although the description of the action’s key features may be limited and/or the focus may only be on the short-term
 | * The key features of an action the team leader could take to rectify performance are described in detail and the action is correct, complete and appropriate
* In the described action, consideration is given both to the short-term and to the long-term prevention of re-occurrence of the sub-standard performance
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| / 20(min. of 10) | 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:** |