**MARK SHEET – Understanding support services operations in an organisation**

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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 range of support services required by the organisation and the legislation that impacts on these services | | | | | | | | | |
| **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  Describe the range of support services that is required by own organisation, distinguishing between ‘hard’ and soft’ services | **Referral [ca. 4/16]** | | **Pass [8/16]** | | **Good Pass [ca. 12/16]** | | |  | |
| * The range of support services required by own organisation is merely stated or listed as opposed to described * No distinction is made between ‘hard’ and soft’ services * A description is given of a range of support services **but** there is no recognisable organisational need | | * An appropriate description is given of the range of support services required by own organisation, although the description may be limited, **and** * a correct distinction is made between ‘hard’ and soft’ services although the nature of the difference between the two categories may be more implicit than explicit | | * A thorough and detailed description is given of the range of support services required by own organisation, making explicitly clear the reason for the organisational requirement, **and** * a distinction is made between ‘hard’ and soft’ services, making explicitly clear the difference between the two categories | | |
| / 16  (min. of 8) | Pass or Referral |

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| AC 1.2  Identify the legislation that impacts on these services | **Referral [ca. 3/12]** | **Pass [6/12]** | | **Good Pass [ca. 9/12]** | **Assessor feedback on AC** | |
| * The legislation that impacts on the services described for AC 1.1 is not identified or, if identified, is incorrect or minimal | * The legislation that impacts on the services described for AC 1.1 (e.g. Workplace Health, Safety and Fire Regulation, Working Time Regulations, Workplace Regulations, Private Security Industry Act, Transfer of Undertakings for the Protection of Employment (TUPE), environmental legislation, etc) is correctly identified although the nature of the impact is more implicit than explicit | | * A range of legislation that impacts on these services is thoroughly identified, making explicitly clear the nature of the impact |  | |
| / 12  (min. of 6) | Pass or Referral |
| **Section comments** (optional): | | | **Verification comments** (optional): | | | |
| **Learning Outcome / Section 2:** Understand what support services are and how they are currently being provided and delivered | | | | | | |
| **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  Describe the role of service level agreements, their typical structure and content | **Referral [ca. 4/16]** | **Pass [8/16]** | | **Good Pass [ca. 12/16]** |  | |
| * The role of service level agreements, their typical structure and content, is merely stated as opposed to described * The role of service level agreements, their typical structure and/or content, is described **but** is incorrect, inappropriate or minimal | * A correct and appropriate description is given of the role of service level agreements, their typical structure and content, although the description may be limited | | * A thorough and detailed description is given of the role of service level agreements, making clear their typical structure and content |
| / 16  (min. of 8) | Pass or Referral |

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| AC 2.2  Describe how service level agreements are used with both customers and suppliers in own organisation | **Referral [ca. 3/12]** | | **Pass [6/12]** | | | **Good Pass [ca. 9/12]** | | **Assessor feedback on AC** | |
| * The way in which service level agreements are used with both customers and suppliers in own organisation is merely stated, as opposed to described * A description is given of how service level agreements are used with both customers and suppliers in own organisation **but** the description is incorrect, inappropriate or minimal * A description is given of how service level agreements are used with eithercustomers **or** suppliers, but not both * A non-specific description is given of how service level agreements are used in general **but** it is not related to own organisation | | * A correct and appropriate description is given of how service level agreements are used with both customers and suppliers in own organisation although the description of their use with customers **or** with suppliers may be limited | | | * A thorough and detailed description is given, for both customers and suppliers, of ways in which service level agreements are used in own organisation | |  | |
| / 12  (min. of 6) | Pass or Referral |
| AC 2.3  Describe what support services are currently being provided by the facilities management department and how these are delivered | **Referral [ca. 4/16]** | | **Pass [8/16]** | | | **Good Pass [ca. 12/16]** | | **Assessor feedback on AC** | |
| * The support services currently being provided by the facilities management department, and how these are delivered, are merely stated as opposed to described * A description is given of what support services are currently being provided by the facilities management department, and how these are delivered, **but** the description is inappropriate or minimal * A description is given of what support services are currently being provided by the facilities management department **but** not how they are delivered | | * An appropriate description is given of what support services are currently being provided by the facilities management department (e.g. cleaning, catering, security, reception, reprographics, ‘front of house’ and ‘back-office’ administration, etc) , and also how these are delivered, although the description may be brief and limited | | | * A thorough and detailed description is given of what support services are currently being provided by the facilities management department, making clear their delivery method(s) | |  | |
| / 16  (min. of 8) | Pass or Referral |
| **Section comments** (optional): | | | | **Verification comments** (optional): | | | | | |
| **Learning Outcome / Section 3:** Understand the options of delivering support services | | | | | | | | | |
| **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  Explain various ways of providing support services to meet organisational requirements | **Referral [ca. 4/16]** | | **Pass [8/16]** | | | **Good Pass [ca. 12/16]** | |  | |
| * An explanation is given of at least two different ways of providing support services to meet organisational requirements **but** the explanation is incorrect or minimal * Less than two ways of providing support services to meet organisational requirements are described **or** two or more ways are described that are similar | | * A correct explanation is given of at least two different ways of providing support services (e.g. in-house, external contractor, partnership working, joint-ventures, shared services, etc) to meet organisational requirements although the explanation may be limited and the organisational requirement may be more implicit than explicit | | | * A thorough and detailed explanation is given of a range of different ways of providing support services to meet organisational requirements, making explicitly clear the nature of the organisational requirement | |
| / 16  (min. of 8) | Pass or Referral |
| AC 3.2  Explain how the quality of support services is measured and monitored | **Referral [ca. 3/12]** | | **Pass [6/12]** | | | **Good Pass [ca. 9/12]** | | **Assessor feedback on AC** | |
| * The way(s) in which the quality of support services is measured and monitored is merely stated as opposed to explained * An explanation is given of how the quality of support services is measured and/or monitored **but** the explanation is incorrect, inappropriate or minimal | | * A correct and appropriate explanation is given of the way(s) in which the quality of support services is measured and monitored (e.g. Key Performance Indicators, inspections, audits, customer surveys, visual management, in-house incident records, helpdesk reports, etc) although the explanation may be limited | | | * A thorough and detailed explanation is given of the way(s) in which the quality of support services is measured and monitored | |  | |
| / 12  (min. of 6) | 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:** | |