

**Level 3 Advanced Technical  
Diploma in Coordinating  
Business Support**

**[4406-03]**

**Synoptic Assignment Pack  
Sample**

# Introduction

General information about structure of the assignment pack

Candidate section

- Candidate guidance
- Assignment and tasks

Tutor section

- Guidance on tasks
- Guidance on assessment conditions
- Guidance on marking
- Marking criteria
- Mark sheet
- Feedback form

## Candidate section

### Candidate guidance

#### General guidance

This is a formal assessment that you will be marked and graded on. You will be marked on the quality and accuracy of your practical performance and any written work you produce. It is therefore important that you carry your work out to the highest standard you can. You should show how well you know and understand the subject and how you are able to use your knowledge and skills together to complete the tasks.

#### Plagiarism

Plagiarism is the failure to acknowledge sources properly and/or the submission of another person's work as if it were the candidate's own. Plagiarism is not allowed in this assignment.

This is an assessment of your abilities, so the work must be all your own work and carried out under the conditions stated. You will be asked to sign a declaration that you have not had any outside help with the assessment.

Your tutor is allowed to give you some help understanding the assignment instructions if necessary, but they will record any other guidance you need and this will be taken into account during marking.

Where research is allowed, your tutor must be able to identify which work you have done yourself, and what you have found from other sources. It is therefore important to make sure you acknowledge all sources and clearly reference any information taken from them.

#### Timings and planning

You should take care when planning to make sure you have divided the time available between tasks appropriately.

If you have a good reason for needing more time, you will need to explain the reasons to your tutor and agree a new deadline date. Changes to dates will be at the discretion of the tutor, and they may not mark work that is handed in after the agreed deadlines.

#### Health and Safety

You must always work safely, in particular while you are carrying out practical tasks.

You must always follow any relevant Health and Safety regulations and codes of practice.

If your tutor sees you working in a way that is unsafe for yourself or others, they will ask you to stop immediately, and tell you why. Your tutor will not be able to reassess you until they are sure you are ready for assessment and can work safely.

#### Presentation of work

Presentation of work must be neat and appropriate to the task.

You should make sure that each piece of work is clearly labelled with your name and the assignment reference.

All electronic files must be given a clear file name that allows your tutor to identify it as your work.

Written work eg reports must be word processed.

Level 3 Advanced Technical Diploma in Coordinating Business Support (4406-03)

## Assignment

VG Fitness owns three health and fitness centres. It is a private limited company. Three months ago it introduced a new investment partner with a view to expansion. You were appointed shortly after this change as Business Support Coordinator and received the staff handbook that is in Appendix 1.

Each health and fitness centre has a café offering hot and cold food and drinks throughout the day.

- One of the fitness centres is close to a business park and is popular with staff who work on the business park during the day.
- Another health and fitness centre is on a large housing estate and close to a community centre. The café at this health and fitness centre is popular throughout the day and evening with people who attend adult education classes and other activities at the community centre.
- The café at the third health and fitness centre is in the city centre and only used by members.

Fabarista Coffee is a national café chain with a concession<sup>1</sup> in each VG Fitness centre. Their Staff Handbook, including organisation chart is in Appendix 2. There is one Concession Manager for all three cafés located in VG Fitness Health and Fitness Centres. The Concession Manager is responsible for all staffing, food hygiene requirements and stock ordering.

In recent months, sales revenue from all cafés has reduced. There is also evidence of fewer customers using the cafés. At a recent health and fitness staff meeting one of the receptionists referred to complaints made to them from people using the café at their health and fitness centre. Extracts from the minutes of the meeting are in Appendix 3. Discussions with the Concession Manager found that:

- No records of verbal complaints are maintained.
- There was only one letter of complaint received. This related to poor customer service. The customer was sent a voucher for free coffee. There are no records.
- The Concession Manager does not review social media for comments.

VG Fitness has decided to end the concession with Fabarista Coffee and bring the cafeteria in-house when the current contract ends, in approximately three months.

The owners see this as an opportunity for change. They want to determine what their customers want from the café and how they can use customer information better within the organisation. They are considering the introduction of a loyalty card scheme for café users. They also want to consider more target marketing for non-members using their cafés. A new database is needed to hold all the relevant information and be linked to current systems. Discussions with staff have found that:

- Each of the three fitness centres has its own independent system that holds member information.
- Within each fitness centre, different staff (membership, personal trainers, fitness class instructors) have their own information system.
- There is currently no information on café users held by VG Fitness or Fabarista.

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<sup>1</sup> A concession is a retail outlet of a company that is independent of the location in which it is situated. The concession contract requires a rental payment in return for exclusive rights to sell a product.

Existing staff in the cafeteria and health and fitness centres are worried about the new investors and talk of change and need something to make them feel less anxious. Current café customers have also heard about changes and need some reassurance. A new webpage is needed dedicated to the café. VG Fitness has Visual Identity Guidelines, developed by the web development company used to set up the website. This is in Appendix 4.

You have been asked to coordinate the introduction of the café to the business. A Project Brief has been provided (Appendix 5). A project plan must be approved in order to make the necessary resources, including staff and finance available.

SAMPLE

## Tasks

### Task 1

You are required to produce a project plan to address all requirements of the Project Brief (**Appendix 5**). The project plan must be presented to the Project Board for approval.

#### Conditions of assessment:

You must carry the task out on your own, under supervised conditions.

#### What must be presented for marking:

- Project plan
- Presentation materials, including supporting notes

#### Additional records to support your performance:

- Your tutor's notes of your presentation
- Video of your performance

### Task 2

You are required to produce the required project outputs, as indicated in the Project Brief:

- Customer requirements for the café
- New or amended systems and processes
- Digital marketing strategy for the launch of the café
- A tested additional webpage for inclusion on VG Fitness website

#### Conditions of assessment:

You may obtain market research information unsupervised, but the remainder of the task, including any analysis of information obtained, must be undertaken in supervised conditions.

#### What must be presented for marking:

- Market research information obtained, together with details of sources of information used
- Any research logs used
- Any research materials used
- Database
- Procedural documents developed
- Policies and strategies developed
- Webpage

### Task 3

You are required to produce a report to the Project Board, updating them of progress made against the Project Brief, issues to be resolved and recommendations for how they can be resolved.

#### Conditions of assessment:

You must carry the task out on your own, under supervised conditions.

**What must be presented for marking:**

- Report

SAMPLE

# Employee Handbook Fabarista Coffee



**January 2012**



# Employee Handbook January 2012

## Table of Contents

- Using this handbook
- Fabarista Coffee organisation
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- Receipt of gifts and hospitality
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## **Fabarista Coffee**

### **We believe:**

- We are the best coffee shop chain in the world because we have
  - The best coffee
  - The best staff
  - The best premises
- Our customers should come first
- Our employees should be valued

### **Using this handbook**

This employee handbook (“the handbook”) is designed to be a practical and informative guide to working at Fabarista Coffee PLC (“Fabarista”). It outlines the terms and conditions of employment of all employees who are employed to work in our coffee houses. It should be read in conjunction with your contract of employment letter which specifies individual details. A separate handbook is provided for Head Office staff. Unless otherwise stated the contents of the handbook and your contract of employment letter comprise your contract of employment.

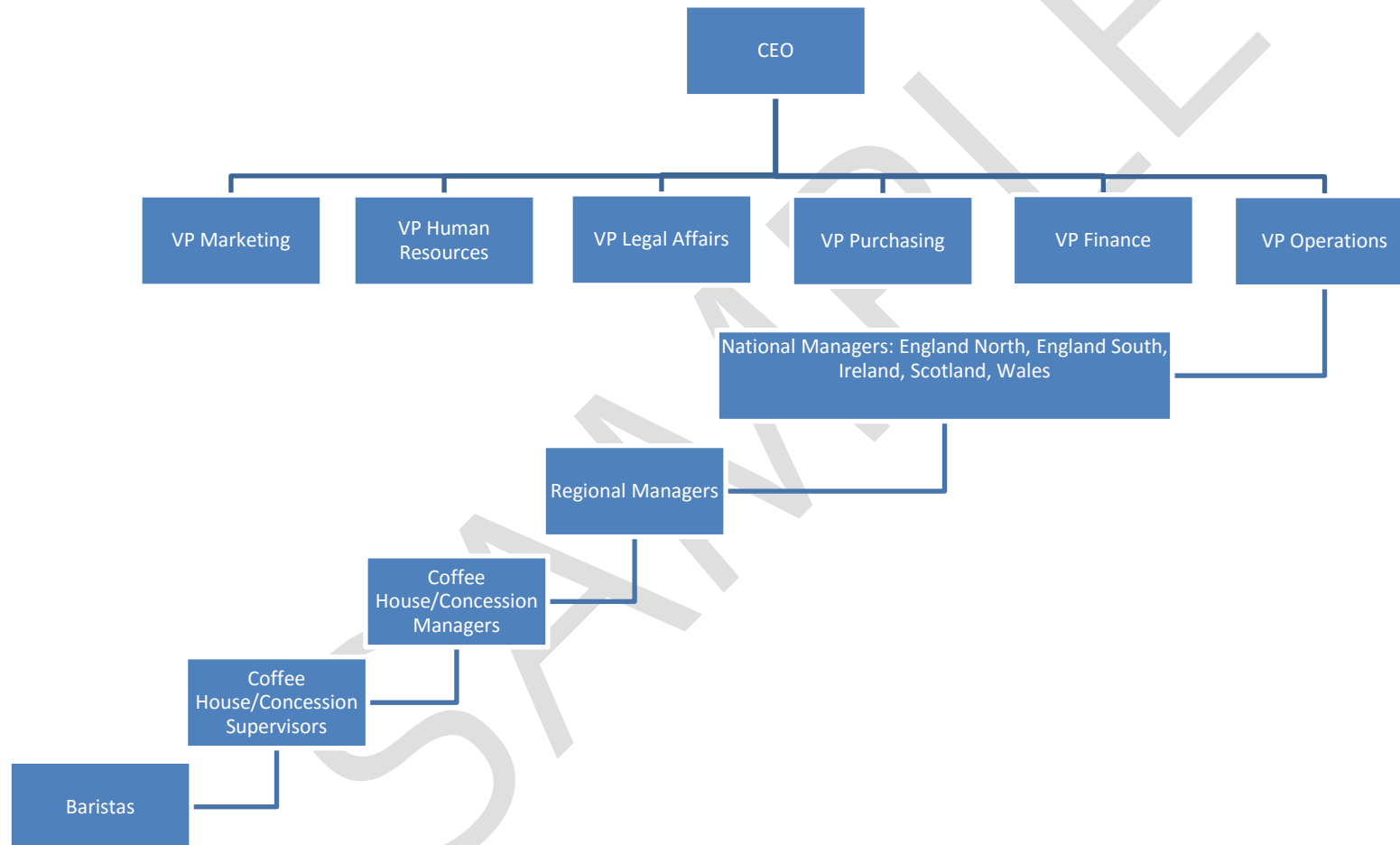
The handbook refers to a number of policies which do not form part of your contract of employment but provide more detailed information on particular topics. The policies can be viewed on the intranet, Fabaristanet and a notice will be circulated to all employees when new policies are issued or existing ones amended. If there are any matters on which you require further information, please contact Human Resources.

From time to time, it may be necessary to make changes to the handbook. You will be notified of any such changes as they occur.

A separate document, explaining in more detail the “Arrangements for Working at Fabarista”, will be provided and can be seen on Fabaristanet, with additional copies available from Human Resources.

## Our Organisation

We are a UK based coffee house company, led by a Chief Executive Officer (CEO). He is supported by 6 Vice Presidents (VP). The structure of the organisation for our coffee house staff is as follows:



## **Contracts of employment**

All coffee house staff are employed on a zero-hours contract. Where there are any differences or inconsistencies between the terms and conditions specified in your contract letter and those set out in this handbook, the terms and conditions contained in the contract letter apply in respect of your employment with Fabarista. Fabarista reserves the right to amend the terms and conditions of employment and the policies from time to time. Changes to terms and conditions will normally be agreed by both parties and confirmation will follow within one month of the change taking effect through general notice or personal written notification.

Should you need clarification of any aspect of your employment, please consult Human Resources.

## **Personal Details**

If there are any changes to your personal details, such as address and telephone number, emergency contact or bank details, it is your responsibility to notify Human Resources, via email, as soon as possible. You should ensure that Human Resources are informed of your current details at all times.

Fabarista undertakes to respect the privacy of the individual. By accepting an offer of employment with Fabarista, you consent to Fabarista holding, processing and disclosing your personal information for the purposes of efficiently administering Fabarista's business.

## **Probationary periods**

All new employees will undergo a probationary period of three months. Failure to meet our standards will lead to termination of employment.

## **Hours of work**

Each working week commences on a Sunday. You will be notified of your working hours one week in advance. If you are allocated more than four hours in any day, you must take a 15 minute break. You will be notified by your Coffee House/Concession Manager when the break must be taken. Coffee House/Concession Managers may vary your working hours and breaks, subject to the operational needs of Fabarista.

Punctuality and sickness absence will be monitored and your Coffee House/Concession Manager will investigate the reasons for any absence. Disciplinary action may be taken if you are persistently late or absent without good reason or if absence becomes unacceptably frequent or prolonged.

It is not the policy of Fabarista to encourage employees to work excessive additional hours. If you find that it is necessary for you to work beyond your normal hours on a regular basis you should discuss this with your Coffee House/Concession Manager. Additional hours worked beyond normal shift specifications must be pre-authorised by the duty manager.

If it is possible that your working hours may exceed an average of 48 hours per week over any 17 week period you may be asked to agree in writing to opt out of the weekly

working time limit conferred by the Working Time Regulations 1998. You may decide to opt back into the application of the 48 hour limit upon giving three months' written notice.

### **Appearance**

Uniform is provided and must always be worn on duty. Appearance is important and consideration should be shown to the expectations and image of Fabarista. Basic hygiene rules must be observed in respect to cleanliness. Long hair must be tied back and a cap worn when handling food. You are responsible for maintaining your uniform.

### **Pay**

Wages are paid directly into your bank or building society account on the 21<sup>st</sup> of each month. If the 21<sup>st</sup> of the month is a weekend, employees will be paid on the proceeding working day. You will receive a salary statement showing what you have been paid as well as any deductions such as Tax, NI and any benefits. You should make sure that you check it carefully. Any queries should be raised with Human Resources.

There are four basic principles which govern Fabarista's pay policy. These are to:

- pay competitively
- reward for performance
- strive for equity and fairness
- ensure employees understand how their pay is determined.

Gratuities earned on shift will be equally divided among the team by the duty manager. It is employees' responsibility to declare these on their tax returns.

Calculations for pay include hours worked and a supplement based on the statutory entitlement to holiday pay.

### **Travel and subsistence**

The general policy on expenses at Fabarista is that no travel or subsistence payments will be made.

### **Deductions of money owed**

Fabarista may recover from you any sum which you may, from time to time, owe to Fabarista by:

- deducting it from any sums payable to you by Fabarista (including your salary) whether by way of one such deduction or a series of deductions; and/or
- requiring you to repay to Fabarista the relevant sum (or the balance remaining outstanding following deductions) whether immediately or on terms otherwise acceptable to Fabarista.

Fabarista retains the right to recover any such sums from you through the courts. Where it is intended to recover any sum from you, you will first be notified of the total amount owed and the means by which Fabarista intends to recover that sum.

## **Confidential Information**

You may during your employment have access to information about the business and/or financing of Fabarista and its business dealings, accounts, finances, trade secrets, practices, methodology, techniques, training, software, ideas, know-how, transactions, affairs, plans and proposals, all of which information is or may be secret or confidential and important to Fabarista. Such information is called “confidential information” and includes, but is not limited to, information relating to:

- ideas
- business methods
- finances
- prices and pricing structures
- suppliers and their costs
- business, financial, marketing, development or manpower plans
- prospective business opportunities generally
- trade secrets, know-how or other matters connected with the products or services developed, marketed, provided or obtained by Fabarista (particularly specific requirements and/or techniques developed, used or adapted for use by Fabarista in its business generally)
- any proposals relating to the acquisition or disposal of a company or business or any part thereof
- details of employees and officers and of the remuneration and other benefits paid to them.

You shall not without the prior written consent of Fabarista other than in the proper performance of your duties either during your employment or after its termination:

- disclose or communicate (except to those individuals authorised by Fabarista to know) any confidential information
- use for your own purposes or for any purposes other than those of Fabarista any confidential information; or
- through any failure to exercise all due care and diligence, cause or otherwise permit any unauthorised disclosure of any confidential information.

These restrictions shall cease to apply to information which becomes available to the public generally (otherwise than through your fault) or which is subject to the provisions of the Public Interest Disclosure Act.

## **Disclosure of Interests**

To avoid any potential conflict of interest the following procedure is to be adhered to by employees:

- **Other employment**

Employees of Fabarista may not, during their period of employment, take up any other employment or be involved with any other business in any way whatsoever without the express prior written consent of their Coffee House/Concession Manager. Such consent will not be unreasonably withheld. Employees who wish to be involved in the business of any other organisation may be required to confirm in writing the nature of the business and

the effect it may have on their ability to work for Fabarista to the extent required.

- **Other business interests**

Employees must inform their manager where they or the employee's spouse, partner or close family member has, or is to acquire, any direct or indirect, financial or beneficial gain or other benefit in any way whatsoever, in connection with matters to which their employment relates.

Any breach of the above procedure will be considered a serious matter and will result in formal disciplinary action being taken.

### **Receipt of gifts and hospitality and Anti-Bribery Statement**

No employee of Fabarista may accept gifts or favours if they are capable of being construed as placing an obligation on Fabarista or granting a benefit to a Fabarista employee. The term 'benefit' includes but is not limited to:

- any payment, compensation, gratuity or financial reward
- any gift of goods or services, vouchers, excessive hospitality or entertainment
- anything else of monetary value, other than gratuities

### **Qualifications and Training**

Training in food safety, hygiene and operation of equipment will be provided on induction. Subsidised on-line training for relevant formal qualifications (eg Barista) may be available – contact Human Resources for details.

### **Leaving Fabarista**

If you intend to leave Fabarista, you should give notice in writing of at least one week to your Coffee House/Concession Manager, copied to Human Resources. There is no obligation on Fabarista to provide work to you after service of notice to terminate your employment, whether such notice is given by Fabarista or by you.

You are responsible for returning any Fabarista' property, uniform, equipment or documents issued to you whilst in Fabarista's employment.

## APPENDIX 3

### EXTRACT FROM MINUTES OF VG FITNESS STAFF MEETING

#### **Item 6: Department Feedback (cont.)**

##### **c) Gym Equipment:**

Samina reported that one of the treadmills was still not operating. Also the video stream keeps glitching.

**Action: Terry to liaise with contractors**

##### **d) Reception:**

Hassan reported that he had dealt with a number of complaints about the coffee shop over his last few shifts; team members had also seen negative comments on Twitter. These seemed to be related to

- when a particular member of staff was on duty and
- the menu didn't offer enough healthy options.

He had referred them back to Fabarista Concession Manager to deal with.

**Action: Hassan to provide details and manager to follow up**

#### **Item 7: AOB**

Sergio reminded everyone of the staff outing on Wednesday evening.



## APPENDIX 4

### VG Fitness Visual Identity Guidelines

**Purpose:** This document has been designed to provide those who communicate on behalf of VG Fitness with key elements of their visual identity. This will help to ensure brand consistency.

**Document owner:** The document was produced by BHG Marketing, web development company and designers of VG Fitness website. Ownership is passed to the VG Fitness Board on successful launch of the website.

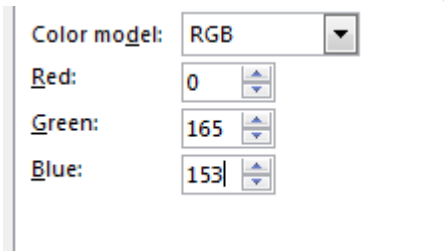
#### Master Brand

The Master Brand consists of a square with white background and image in base colour. It must appear on all communications. The minimum width for the Master Brand in print is 2.54cm. The minimum width on the web is 100 pixels. There should be sufficient clear space on all sides of the Master Brand equal to half the width of the Master Brand.

The Master Brand should be placed in the upper left hand corner and have equal prominence with other logos.

#### Colour

There is one colour to be used in the Master Brand. The colour is



A screenshot of a color selection interface. It shows a 'Color model:' dropdown menu set to 'RGB'. Below this are three input fields for color values: 'Red:' with the value '0', 'Green:' with the value '165', and 'Blue:' with the value '153'. Each input field has small up and down arrows for adjustment.

The use of white and black as a background is key in all brand communications. The colour can be used as background for promotional materials.

#### Photography

Real photographs should be used. Three types of photographs can be used

- Informal – individuals look relaxed, looking away from camera
- Active – activity based (can be individual or group)
- Product – typical equipment and/or resources used in fitness activities.

## **Shapes**

All shapes used must have soft edges.

## **Strapline**

VG Fitness very good for your health, very good for your wellbeing.

## **Typography**

Verdana is the brand font. The font size selected must be appropriate to the nature of the communication.

SAMPLE

## APPENDIX 5

### VG FITNESS PROJECT BRIEF

**Project Title:**

VG Fitness Cafe

**Project Board:**

Company Directors

**Project Manager:**

Business Support Coordinator

**Project Aim:**

To enable a smooth transition from the Fabarista concession to VG Fitness in-house cafes in each fitness centre.

**Project Requirements:**

- To prepare staff for transition to VG Fitness employees
- To prepare VG Fitness systems to incorporate café staff and activities
- To research actual and potential customer requirements for the cafeteria
- To identify and implement any new or amended systems (eg complaint handling)
- To develop a digital marketing strategy for the launch of the café
- To develop and test an additional webpage for inclusion on VG Fitness website
- To advise and support senior management and staff through the change process.

**Timescales:**

Three months

## Tutor guidance

This synoptic assessment is designed to require the candidate to make use of their knowledge, understanding and skills they have built up over the course of their learning to tackle problems/tasks/challenges.

This approach to assessment emphasises to candidates the importance and applicability of the full range of their learning to practice in their industry area, and supports them in learning to take responsibility for transferring their knowledge, understanding and skills to the practical situation, fostering independence, autonomy and confidence.

Candidates are provided with a set of tasks. They then have to draw on their knowledge and skills and independently select the correct processes, skills, materials, and approaches to take.

During the learning programme, it is expected that tutors will have taken the opportunity to set shorter, formative tasks that allow candidates to be supported to independently use the learning they have so far covered, drawing this together in a similar way, so they are familiar with the format, conditions and expectations of the synoptic assessment.

You should explain to candidates what the Assessment Objectives are and how they are implemented in marking the assignment, so they will understand the level of performance that will achieve them high marks.

The candidate should not be entered for the assessment until the end of the course of learning for the qualification so they are in a position to complete the assignment successfully.

## Guidance on tasks

### Time

The recommended time allocated for the completion of the tasks and production of evidence for this assessment is between **20** and **24** hours. Candidates should be required to plan their work and have their plans confirmed for appropriateness in relation to the time allocated for each task.

It is recommended that the time is allocated to tasks as follows:

Task 1 – 6 hours

Task 2 – 15 hours

Task 3 – 3 hours

### Resources

Candidates must have access to a suitable range of resources to carry out the tasks. This will include:

- Project planning tools
- Database software
- Word-processing software
- Spreadsheet software
- Website development software
- Presentation software

Learners can only access the Internet to obtain information for market research and images for use in the website development.

The presentation must be made to at least two people. One of these could be an employer representative, but cannot be another learner.

### Health and safety

Candidates should not be entered for assessment without being clear of the importance of working safely, and practice of doing so. The tutor must immediately stop an assessment if a candidate works unsafely. At the discretion of the tutor, depending on the severity of the incident, the candidate may be given a warning. If they continue to work unsafely however, their assessment must be ended and they must retake the assessment at a later date.

### Observation

Where the tutor is required to carry out observation of performance, detailed notes must be taken of the quality of performance along with any other aspects of performance that will support a judgement of the marks to be awarded (eg measurements to confirm accuracy/tolerances).

The tutor should refer to the marking grid to ensure appropriate aspects of performance are recorded. These notes will be used for marking and moderation purposes and so must be detailed and accurate.

Tutors should ensure that any supporting evidence including eg photographs or video can be easily matched to the correct candidate, are clear, sufficiently well-lit and showing the areas of particular interest for assessment (ie taken at appropriate points in production, showing accuracy of measurements where appropriate).

If candidates are required to work as a team, each candidate's contribution must be noted separately. The tutor may intervene if any individual candidate's contribution is unclear or to ensure fair access (see Guidance on assessment decisions).

**Preparation**

Candidates should be aware of which aspects of their performance will give them good marks in assessment. This is best carried out through routinely pointing out good or poor performance during the learning period, and through formative assessment. Candidates should be encouraged to do the best they can and be made aware of the difference between these summative assessments and any formative assessments they have been subject to. They may not have access to the marking grids.

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## Guidance on assessment conditions

The assessment conditions that are in place for this synoptic assignment are to:

- ensure the rigour of the assessment process
- provide fairness for candidates
- give confidence in the outcome.

They can be thought of as the rules that ensure that all candidates who take an assessment are being treated fairly, equally and in a manner that ensures their result reflects their true ability.

The conditions outlined below relate to this summative synoptic assignment. These do not affect any formative assessment work that takes place. Formative assessment will necessarily take a significant role throughout the learning programme where support, guidance and feedback (with the opportunity to show how feedback has been used to improve outcomes and learning) are critical. This approach is not, however, valid for summative assessment. The purpose of summative assessment is to confirm the standard the candidate has achieved as a result of participating in the learning process.

### Authentication of candidate work

Candidates are required to sign declarations of authenticity, as is the tutor. The relevant form is included in this assignment pack.

The completion of the final evidence for the tasks that make up this synoptic assignment must be completed in the specified conditions. This is to ensure authenticity and prevent malpractice as well as to assess and record candidate performance for assessment in the practical tasks. Any aspect that may be undertaken in unsupervised conditions is specified.

Candidates can rework any evidence that has been produced for this synoptic assignment during the time allowed. However, this must be as a result of their own review and identification of weaknesses and not as a result of tutor feedback. Once the evidence has been submitted for assessment, no further amendments to evidence can be made.

Candidate evidence must be kept secure to prevent unsupervised access by the candidate or others. Where evidence is produced over a number of sessions, the tutor must ensure learners and others cannot access the evidence without supervision. This might include storing written work or artefacts in locked cupboards and collecting memory sticks of evidence produced electronically at the end of each session.

### Accessibility and fairness

Where the candidate has special requirements, tutors should refer to the separate guidance document.

Tutors can provide clarification to any candidate on the requirements of any aspect of this synoptic assignment. Tutors should not provide more guidance than the candidate needs as this may impact on the candidate's grade. Guidance must only support access to the assignment and must not provide feedback for improvement. Any clarification and guidance should be recorded fully and must be taken into account along with the candidate's final evidence during marking and must be made available for moderation. Tutors must not provide feedback on the quality of the performance or how the quality of evidence can be improved. This would be classed as malpractice. Tutors should however provide general reminders to candidates throughout the assessment period that they must check their work thoroughly before submitting it to be sure that they are happy with their final evidence as it may not be worked on further after submission.

It is up to the tutor during marking to decide in what area, if any, the guidance provided suggests the candidate is lacking, the severity of the issue, and how to award marks on the basis of this full range of evidence. The tutor must record where and how guidance has had an impact on the marks given, so this is available should queries arise at moderation or appeal.

**Example:**

A tutor should intervene if a candidate has taken a course of action that will result in them not being able to submit the full range of evidence for assessment. However this should only take place once the tutor has prompted the candidate to check that they have covered all the requirements. Where the tutor has to be explicit as to what the issue is, this is likely to demonstrate a lack of understanding on the part of the candidate rather than a simple error.

The tutor should do their best to refrain from providing guidance if the candidate is thought to be able to correct the issue without it, and a prompt would suffice. In other words only the minimum support the candidate actually needs should be given, since the more guidance provided, the larger the impact on the marks awarded.

Both prompts and details of the nature of any further guidance must be recorded and reviewed during marking and moderation.

A tutor may not provide guidance that the candidate's work is not at the required standard or how to improve their work. In this way, candidates are given the chance to identify and correct any errors on their own, providing valid evidence of knowledge and skills that will be credited during marking.

Tutors should ensure that candidates' plans or completion of the tasks distribute the time available appropriately and may guide candidates on where they should be up to at any point in a general way. Any excessive time taken for any task should be recorded and should be taken into account during marking if appropriate.

All candidates must be provided with an environment and resources that allows them access to the full range of marks available.

Where candidates have worked in groups to complete one or more tasks for this synoptic assessment, the tutor must ensure that no candidate is disadvantaged as a result of the performance of any other team member. If a team member is distracting or preventing another team member from fully demonstrating their skills or knowledge, the tutor must intervene.



## Guidance on marking

Please see the centre guidance document: **Marking and moderation – Technicals, Centre Guidance** for detailed guidance on using the following marking grid.

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## Marking grid

For any category, 0 marks may be awarded where there is no evidence of achievement

%	Assessment Objective	Band 1 descriptor Poor to limited	Band 2 descriptor Fair to good	Band 3 descriptor Strong to excellent
20	<b>AO1 Recall of knowledge relating to the qualification LOs</b> <ul style="list-style-type: none"> <li>Does the candidate seem to have the full breadth and depth of taught knowledge across the qualification to hand?</li> <li>How accurate is their knowledge? Are there any gaps or misunderstandings evident?</li> <li>How confident and secure does their knowledge seem?</li> </ul>	<b>(1-4 marks)</b> <b>Recall shows some weaknesses in breadth and/or accuracy.</b> Hesitant, gaps, inaccuracy	<b>(5-8 marks)</b> <b>Recall is generally accurate and shows reasonable breadth. Inaccuracy and misunderstandings are infrequent and usually minor.</b> Sound, minimal gaps	<b>(9-12 marks)</b> <b>Consistently strong evidence of accurate and confident recall from the breadth of knowledge.</b> Accurate, confident, complete, fluent, slick
		<b>Examples of types of knowledge expected:</b> <i>organisation structures, governance of organisations, organisational cultures, human resource processes, employment law, leadership styles, techniques for developing others, change management, project management lifecycle, project characteristics, sources of information, types of information, performance indicators, sources of finance, method of presenting proposals, business functional areas, complaint handling, customer service principles, types of customers, principles of communication, conventions of methods of communication.</i>		
		Candidate shows basic knowledge from across the qualification. Information has errors and gaps. There is a general lack of clarity. Tasks are not fully complete due to lack of time or knowledge.	Candidate shows a good range of knowledge from across the qualification. There are minor errors and few gaps in information provided. There is reasonable detail and clarity and all tasks are completed.	Candidate shows in-depth and detailed knowledge across the qualification. Work is detailed and completed accurately with minor omissions. All tasks are fully completed.

%	Assessment Objective	Band 1 descriptor Poor to limited	Band 2 descriptor Fair to good	Band 3 descriptor Strong to excellent
30	<b>AO2 Understanding of concepts theories and processes relating to the LOs</b> <ul style="list-style-type: none"> <li>Does the candidate make connections and show causal links and explain why?</li> <li>How well theories and concepts are applied to new situations/the assignment?</li> <li>How well chosen are exemplars – how well do they illustrate the concept?</li> </ul>	<p align="center"><b>(1-6 marks)</b></p> <p>Some evidence of being able to give explanations of concepts and theories. Explanations appear to be recalled, simplistic or incomplete.</p> <p>Misunderstanding, illogical connections, guessing,</p>	<p align="center"><b>(7-12 marks)</b></p> <p>Explanations are logical. Showing comprehension and generally free from misunderstanding, but may lack depth or connections are incompletely explored.</p> <p>Logical, slightly disjointed, plausible,</p>	<p align="center"><b>(13-18 marks)</b></p> <p>Consistently strong evidence of clear causal links in explanations generated by the candidate. Candidate uses concepts and theories confidently in explaining decisions taken and application to new situations.</p> <p>Logical reasoning, thoughtful decisions, causal links, justified</p>
		<p><b>Examples of understanding expected:</b> differences between organisation structures and implications to staff and governance, issues related to human resource processes and employment law, leadership styles and techniques for developing leadership qualities in others, models and barriers to change, drivers for change, project planning tools, project roles, project risk management, project monitoring tools, sources of information, types of information, validity of information, performance indicators, business budgeting, quality management, quality procedures, decision making, presenting proposals, roles of functional areas and information required, sustainable business processes, information management, knowledge management, business risks, continuity planning, systems development, monitoring communication, rapport building, design considerations of promotional material, target marketing and market segmentation, branding.</p>		
		<p>Candidate shows basic understanding of a limited range of concepts from across the qualification. A few points are covered in detail.</p>	<p>Candidate shows sound understanding of a range of concepts from across the qualification, which are sound and often detailed. Candidate is able to draw reasoned conclusions.</p>	<p>Candidate shows in-depth understanding of concepts from across the whole qualification range, showing a high degree of confidence and accuracy in their understanding. Conclusions are well reasoned and developed.</p>

%	Assessment Objective	Band 1 descriptor Poor to limited	Band 2 descriptor Fair to good	Band 3 descriptor Strong to excellent
20	<b>A03 Application of practical/technical skills</b> <ul style="list-style-type: none"> <li>How practiced/fluid does hand eye coordination and dexterity seem?</li> <li>How confidently does the candidate use the breadth of practical skills open to them?</li> <li>How accurately/successfully has the candidate been able to use skills/achieve practical outcomes?</li> </ul>	<p align="center"><b>(1-4 marks)</b></p> <p><b>Some evidence of familiarity with practical skills. Some awkwardness in implementation, may show frustration out of inability rather than lack of care.</b></p> <p>Unable to adapt, frustrated, flaws, out of tolerance, imperfect, clumsy.</p>	<p align="center"><b>(5-8 marks)</b></p> <p><b>Generally successful application of skills, although areas of complexity may present a challenge. Skills are not yet second nature.</b></p> <p>Somewhat successful, some inconsistencies, fairly adept/capable.</p>	<p align="center"><b>(9-12 marks)</b></p> <p><b>Consistently high levels of skill and/or dexterity, showing ability to successfully make adjustments to practice; able to deal successfully with complexity.</b></p> <p>Dextrous, fluid, comes naturally, skilled, practiced,</p>
		<p><b><i>Examples of skills expected:</i></b> use of presentation software features, use of database software features, use of spreadsheet software features, use of word-processing software features, use of desktop publishing software features, use of web development software features, integration of systems.</p>		
		<p>Candidate demonstrates basic application of practical skills with some errors and omissions. Quality and accuracy is inconsistent. Time management issues are evident in the standard of work and completion of all tasks. There is inconsistency in application of skills.</p>	<p>Candidate demonstrates application of practical skills to complete tasks which are generally accurate and to the required standard but with some errors and omissions. Quality is generally good with all work being planned and completed in time allocated, although some of it was rushed. There is occasional inconsistency in application of skills.</p>	<p>Candidate demonstrates consistent, confident application of practical skills. Tasks are completed to a professional standard. Work is well planned and efficiently and accurately carried out to a high standard in a timely manner.</p>

%	Assessment Objective	Band 1 descriptor Poor to limited	Band 2 descriptor Fair to good	Band 3 descriptor Strong to excellent
30	<b>AO4 Bringing it all together - coherence of the whole subject</b> <ul style="list-style-type: none"> <li>Does the candidate draw from the breadth of their knowledge and skills?</li> <li>Does the candidate remember to reflect on theory when solving practical problems?</li> <li>How well can the candidate work out solutions to new contexts/ problems on their own?</li> </ul>	<p align="center"><b>(1-6 marks)</b></p> <p>Some evidence of consideration of theory when attempting tasks. Tends to attend to single aspects at a time without considering implication of contextual information.</p> <p>Some random trial and error, new situations are challenging, expects guidance, narrow. Many need prompting.</p>	<p align="center"><b>(7-12 marks)</b></p> <p>Shows good application of theory to practice and new context, some inconsistencies.</p> <p>Remembers to apply theory, somewhat successful at achieving fitness for purpose. Some consolidation of theory and practice</p>	<p align="center"><b>(13-18 marks)</b></p> <p>Strong evidence of thorough consideration of the context and use of theory and skills to achieve fitness for purpose.</p> <p>Purposeful experimentation, plausible ideas, guided by theory and experience, fit for purpose, integrated, uses whole toolkit of theory and skills.</p>
		<p><b>Examples of bringing it all together:</b> relationship between leadership styles and systems and governance, relationship between change and human resources, relationship between change and systems, relationship between business efficiency, organisational governance and change, relationship between market research and evaluating information, market research planning and activities and relationship to project plans, business profiles and customer types, relationship between business aims and objectives, types of organisation, project plans, performance indicators and business governance, application of quality management to project management, decision making, the use of information management systems to collate knowledge management, the importance of knowledge management to project management, business risks, system integration</p>		

%	Assessment Objective	Band 1 descriptor Poor to limited	Band 2 descriptor Fair to good	Band 3 descriptor Strong to excellent
		Candidate presents some evidence of using their knowledge, understanding and skills to make straightforward links between limited topics across the qualification. There is evidence of some monitoring and evaluation of outputs and progress with little evidence of method.	Candidate uses a range of knowledge, understanding and skills from across the qualification. There are effective links between a range of topics across the qualification to support analysis and synthesis of information. Progress and outputs are monitored and evaluated with evidence of methods that are applied.	Candidate consistently uses a wide range of knowledge, understanding and skills from across the qualification. Proposals and recommendations are fully supported by knowledge and understanding from across the qualification. Progress and outputs are monitored and evaluated with clear methodology.
0	<b>A05 Attending to detail/perfecting</b>	<b>There is no requirement in this qualification.</b>		

## Declaration of Authenticity

Candidate name

Candidate number

Centre name

Centre number

### Candidate:

**I confirm that all work submitted for this synoptic assignment is my own, and that I have acknowledged all sources I have used.**

Candidate signature

Date

### Tutor:

**I confirm that all work was conducted under conditions designed to assure the authenticity of the candidate's work, and am satisfied that, to the best of my knowledge, the work produced is solely that of the candidate.**

Tutor signature

Date

## Assessment feedback form

Candidate name

Candidate number

Tutor name

Date of assessment

Task / AO	Feedback

Tutor signature and date: