

Unit 5: IT Service Solutions marking grid

General marking guidance

- All learners must receive the same treatment. Examiners must mark the first learner in exactly the same way as they mark the last. Marking grids should be applied positively. Learners must be rewarded for what they have shown they can do rather than be penalised for omissions.
- Examiners should mark according to the marking grid, not according to their perception of where the grade boundaries may lie.
- All marks on the marking grid should be used appropriately.
- All the marks on the marking grid are designed to be awarded. Examiners should always award full marks if deserved. Examiners should be prepared to award zero marks if the learner's response is not rewardable according to the marking grid.
- Where judgement is required, a marking grid will provide the principles by which marks will be awarded.
- When examiners are in doubt regarding the application of the marking grid to a learner's response, a senior examiner should be consulted.

Specific marking guidance

The marking grids have been designed to assess learner work holistically.

Rows within the grids identify the assessment focus/outcome being targeted. When using a marking grid, the 'best fit' approach should be used.

- Examiners should first make a holistic judgement on which band most closely matches the learner response and place it within that band. Learners will be placed in the band that best describes their answer.
- The mark awarded within the band will be decided based on the quality of the answer in response to the assessment focus/outcome and will be modified according to how securely all bullet points are displayed at that band.
- Marks will be awarded towards the top or bottom of that band depending on how they have evidenced each of the descriptor bullet points.

Assessment focus	Band 0	Band 1	Band 2	Band 3
Activity 1: IT service catalogue	0 No rewardable materials.	1-3 Generic benefits and drawbacks may be presented rather than linking knowledge and understanding related to the given IT service catalogue and the organisation's needs. Limited or inaccurate use of specialist terms and technical language.	4-6 Explanation of benefits and drawbacks are mostly supported through linkages and application of knowledge and understanding related to the given IT service catalogue and the organisation's needs. Some appropriate and accurate use of specialist terms and technical language.	7-9 Explanation of benefits and drawbacks are supported throughout by linkage and application of knowledge and understanding related to the given IT service catalogue and the organisation's needs. Appropriate and accurate use of specialist terms and technical language.

Assessment focus	Band 0	Band 1	Band 2	Band 3	Band 4
Activity 2: IT recommendations	0 No rewardable material.	1–4 Recommendations evidence: <ul style="list-style-type: none"> limited awareness of the scenario limited understanding of the organisation's key IT service needs limited coverage of: <ul style="list-style-type: none"> information and data requirements for the stakeholder the hardware and software to be used how components of the system will be connected and/or communicate limited recommendation(s) 	5–8 Recommendations evidence: <ul style="list-style-type: none"> some awareness of the scenario some understanding of the organisation's key IT service needs some coverage of: <ul style="list-style-type: none"> information and data requirements for the stakeholder the hardware and software to be used how components of the system will be connected and/or communicate some recommendation(s) 	9–12 Recommendations evidence: <ul style="list-style-type: none"> detailed awareness of the scenario adequate understanding of the organisation's key IT service needs adequate coverage of: <ul style="list-style-type: none"> information and data requirements for the stakeholder the hardware and software to be used how components of the system will be connected and/or communicate adequate recommendation(s) considering the additional preferences 	13–16 Recommendations evidence: <ul style="list-style-type: none"> comprehensive awareness of the scenario comprehensive understanding of the organisation's key IT service needs comprehensive coverage of: <ul style="list-style-type: none"> information and data requirements for the stakeholder the hardware and software to be used how components of the system will be connected and/or communicate effective recommendation(s) considering the additional preferences

Assessment focus	Band 0	Band 1	Band 2	Band 3	Band 4
Activity 2: IT recommendations	0 No rewardable material.	1-2 Recommendations evidence: <ul style="list-style-type: none"> • limited technical understanding • limited use of an appropriate IT system diagram Recommendations are vague	3-4 Recommendations evidence: <ul style="list-style-type: none"> • some accurate technical understanding • some use of an appropriate IT system diagram Recommendations are mostly clear.	5-6 Recommendations evidence: <ul style="list-style-type: none"> • mostly accurate technical understanding • mostly accurate use of an appropriate IT system diagram Recommendations are clear.	7-8 Recommendations evidence: <ul style="list-style-type: none"> • accurate technical understanding • accurate use of an appropriate IT system diagram Recommendations are sound.

Assessment focus	Band 0	Band 1	Band 2	Band 3	Band 4
Activity 3: Impact and implications review	0 No rewardable material.	1-3 Limited analysis of recommendations and how they meet the needs of the organisation Shows limited consideration of benefits and drawbacks of recommendations. Shows limited consideration of the implications of the recommendations for the organisation.	4-6 Some analysis of recommendations and how they meet the needs of the organisation Shows some consideration of benefits and drawbacks of recommendations. Shows some consideration of the implications of the recommendations for the organisation.	7-9 Adequate analysis of recommendations and how they meet the needs of the organisation Shows adequate consideration of benefits and drawbacks of recommendations. Shows adequate consideration of the implications of the recommendations for the organisation.	10-12 Comprehensive analysis of recommendations and how they meet the needs of the organisation. Shows comprehensive consideration of benefits and drawbacks of recommendations. Shows comprehensive consideration of the implications of the recommendations for the organisation.