

Criteria	Unacceptable 0 points	Unacceptable 1.6 points	Passable 2.6 points	Close to workplace standard 3.2 points	Workplace standard 3.6 points	Exceeds workplace standard 5 points	Criterion Score
Understanding and interpretation of the client's problem (5 marks) GLO5 / UL04	The evidence is not appropriate or missing.	There is no evidence of an understanding of the client's problem.	There is some evidence of an understanding of the client's problem.	There is good evidence of an understanding of the client's problem and associated business issues.	There is very good evidence of a strong understanding of the client's problem. There is also good evidence of the associated business issues that may be affected.	There is excellent evidence of a comprehensive understanding of the problems the client is facing. This is matched by a comprehensive understanding of associated business issues that may be affected.	/ 5
Problem formation (5 marks) GLO5 / UL04	The problem formation is not appropriate or missing.	The problem formation does not demonstrate evidence of an understanding of the client problem.	The problem is described without ambiguity and in an appropriate context.	The problem is stated clearly and described well, delivering most information necessary for understanding.	The problem is stated clearly and described well, delivering relevant information necessary for understanding.	The problem is stated clearly and described comprehensively, delivering all relevant information necessary for a full understanding.	/ 5

Total

/ 10

### Overall Score

**N**  
0 points minimum

**P**  
5 points minimum

**C**  
6 points minimum

**D**  
7 points minimum

**HD**  
8 points minimum