The following is a sample of a 5 Point Numerical / Narrative Rating Scale including sample narrative ratings and definitions for each point value on the scale.

|  |  |  |
| --- | --- | --- |
| **Scale** | **Rating** | **Definitions (Choose and/or Modify as Appropriate)** |
| 5 points (Pass) | Excellent.  Exceptional Mastery.  Much more than acceptable. | Should ensure extremely effective performance.  Significantly above criteria for successful job performance.  Surpassed expectations.  Reserved for the exemplary set of skills that yield a particularly sophisticated approach to handling the situation.  Meets all major / essential / core criteria or acceptable equivalents and met three or more additional criteria. |
| 4 points  (Pass) | Very Good.  Full Performance Behaviours. Above average. | More than adequate for effective performance Generally exceeds criteria relative to quality and quantity of behaviour required for successful job performance. Meets all of the major / essential / core criteria or acceptable equivalents and several of the minor / addiitional criteria. No major deficiencies exist in the areas assessed. Consistently demonstrated better than average level of performance.  Describes / demonstrates the full range of skills appropriate for handling the situation **and** the desired result, or outcome is obtained. |
| 3 points  (Pass) | Good.  Acceptable.  Satisfactory Average | Should be adequate for effective performance.  Meets criteria relative to quality and quantity of behaviour required for successful job performance.  Meets several of the major / essential / core criteria one or two of the minor / additional criteria or acceptable equivalents.  Describes / demonstrates a sufficient range of skills for handling the situation and the desired outcome is obtained.  Some of the major **and** minor criteria were met; some deficiencies exist in the areas assessed but none of major concern. |
| 2 points  (Fail) | Weak.  Less than Acceptable | Insufficient for performance requirements.  Generally does not meet criteria relative to quality and quantity of behaviour required for successful job performance e.g. meets half or less of criteria.  Does not describe / demonstrate a sufficient range of skills appropriate for handling of the situation, or describes plausible but inappropriate behaviours for handling the situation or the desired result **or** outcome is **not** obtained. |
| 0 – 1 point  (Fail) | Unacceptable.  Poor.  Much less than acceptable | Significantly below criteria required for successful job performance.  Few or no criteria met.  Many deficiencies.  A major problem exists.  No answer or inappropriate answer.  Describes/demonstrates counter-productive behaviours that have negative outcomes or consequences (make the situation worse). |

#### Sample Marking Guide Using 5 Point Rating Scales

## Communication and Presentation Skills  Sample Marking Guide

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Name:** | **Please Circle One** | | | | | **Notes:** |
| Content | 1 | 2 | 3 | 4 | 5 |  |
| Audience | 1 | 2 | 3 | 4 | 5 |
| Style | 1 | 2 | 3 | 4 | 5 |
| Public Speaking | 1 | 2 | 3 | 4 | 5 |
| Clarity | 1 | 2 | 3 | 4 | 5 |
| Conciseness | 1 | 2 | 3 | 4 | 5 |
| Complete | 1 | 2 | 3 | 4 | 5 |
| Logic | 1 | 2 | 3 | 4 | 5 |
| Correct Vocabulary , Grammar and Usage | 1 | 2 | 3 | 4 | 5 |
| Listening/comprehension | 1 | 2 | 3 | 4 | 5 |
| Additional (Optional) | 1 | 2 | 3 | 4 | 5 |
| Overall Average Score  General Comments | Presentation Skills:  Communication Skills: | | | | | |

***Note***: Scale includes suggested criteria for communication as well as presentation skills.

#### Presentation Skills Core Criteria:

* content: effective; set achievable communication objectives considering time, audience, technical aides, etc.; developed content appropriate to audience needs
* audience: analyzed needs of audience, won and kept audience commitment and motivation;
* style: chose presentation style appropriate to audience; effectively dealt with nervousness; made effective use of questioning; responded appropriately to on-the-spot questions without pre-scripted responses
* public speaking skills: such as voice projection, eye contact, non-verbal communication, etc.;

#### Communication Skills Core Criteria:

* clear: message is clear, direct and easily understood, free of jargon
* concise: brief and to the point
* complete: all necessary information identified and articulated – no questions left unanswered for the listener/reader
* correct: vocabulary and usage: accurate, correct language and vocabulary usage; chose level, language, style, tone appropriate to the audience; grammar: rules of grammar are observed, grammatically correct structures are used
* logic: organized, ideas are logically developed and presented in reasonable sequence, emphasis is on key points and/or principles / identified and highlighted
* listening / comprehension (optional - use if a question and answer period, role-play or audience interaction is involved); actively attended to, and conveyed an understanding of the comments and questions of others listened/read attentively for the messages being conveyed; recalled key points and took them into account in one’s own communications

**Additional Criteria:** (if/when situation / assessment tool requires) gender-neutral language; persuasive; convincing; dealt effectively with unreceptive, hostile, critical, disruptive participants

## Written Communication Skills Sample Marking Guide

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Name:** | **Please Circle One** | | | | | **Notes:** |
| Clarity | 1 | 2 | 3 | 4 | 5 |  |
| Conciseness | 1 | 2 | 3 | 4 | 5 |
| Complete | 1 | 2 | 3 | 4 | 5 |
| Logic | 1 | 2 | 3 | 4 | 5 |
| Correct Vocabulary , Grammar and Usage | 1 | 2 | 3 | 4 | 5 |
| Reading/comprehension | 1 | 2 | 3 | 4 | 5 |
| Additional (Optional) | 1 | 2 | 3 | 4 | 5 |
| Overall Average Score  General Comments |  | | | | | |

#### Core Criteria:

* clear: message is clear, direct and easily understood, free of jargon
* concise: brief and to the point
* complete: all necessary information identified and articulated – no questions left unanswered for the listener/reader
* correct: vocabulary and usage: accurate, correct language and vocabulary usage; chose level, language, style, tone appropriate to the audience; grammar: rules of grammar are observed, grammatically correct structures are used
* logic: organized, ideas are logically developed and presented in reasonable sequence, emphasis is on key points and/or principles / identified and highlighted
* reading / comprehension (optional - use if a reading and comprehending written material such as instructions is involved) conveyed an understanding of the written material; recalled key points and took them into account in one’s own communications; followed instructions accurately

**Additional Criteria**: (if/when situation / assessment tool requires) gender-neutral language; persuasive; convincing.