



MARKING SHEET FOR STUDENT'S WORK

Student Name:	Jesus Oliva Lucena
Course:	Certificate in Customer Services (level 1)
Student Number:	3422
Assignment:	02

UNDERSTANDING YOUR RESULT

The course is made up of units, which contain assignments. To complete each unit your work is assessed by your tutor along the way. If the student has achieved less than 40% marks in the assignment it means that the learning objectives have not met and the student will be required to resubmit the assignment.

UNIT RESULTS ARE GRADED AS:

Resubmit	Pass	Good	Very Good	Excellent
0-39%	40-59%	60-69%	70-89%	90+ %

QUESTIONS AND GRADES

Question No.	Grade
1	Excellent.
2	Excellent.
3	Excellent.
4	Excellent.
5	Excellent.

OVERALL GRADING:

Date Graded:	30.11.2016
Overall Grade:	Excellent
Comments:	Outstanding answers, showing evidence of a very high level of independent background research and originality.
Tutor:	Irfan Raja
Internal Verifier:	