

## MARKING SHEET FOR STUDENT'S WORK

|                        |                                           |
|------------------------|-------------------------------------------|
| <b>Student Name:</b>   | Alexandra Zodieru                         |
| <b>Course:</b>         | Certificate in Customer Service (Level 2) |
| <b>Student Number:</b> | 12065                                     |
| <b>Assignment:</b>     | 04                                        |

## 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.

**Note:** 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            | Very Good. |

### OVERALL GRADING:

|                           |                                                                                                   |
|---------------------------|---------------------------------------------------------------------------------------------------|
| <b>Date Graded:</b>       | 04.12.2017                                                                                        |
| <b>Overall Grade:</b>     | Excellent                                                                                         |
| <b>Comments:</b>          | Excellent answers containing detailed argument that demonstrates evidence of independent thought. |
| <b>Tutor:</b>             | Dr. Irfan Raja                                                                                    |
| <b>Internal Verifier:</b> |                                                                                                   |