ASSESSMENT GUIDELINE

<table>
<thead>
<tr>
<th>Module Title</th>
<th>Service Improvement in the Workplace</th>
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<tbody>
<tr>
<td>Module Code</td>
<td>HEA00076I</td>
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<tr>
<td>Module Level*</td>
<td>5</td>
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<tr>
<td>Word Limit /Exam Duration</td>
<td>3,000 words</td>
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<tr>
<td>Assessment Type(s)</td>
<td>Essay</td>
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Marking Criteria
Guidelines should be read in conjunction with the marking criteria guidance for the module level* noted above: http://www.york.ac.uk/healthsciences/student-intranet/exam-assess/markgrid/

Confidentiality
It is a breach of confidentiality to disclose any personal information about a patient, service user, colleague, staff or any other person or place that could in principle enable them to be identified. For further guidance please refer to the departmental policy on Confidentiality at the following link: www.york.ac.uk/healthsciences/student-intranet/exam-assess/conduct/confidentiality/

Assessment Timing
The deadline for correctly presenting a submission is 4.30pm on the published submission date.
The submission deadline is published on the Programme Assessment Schedule available on the following link: http://www.york.ac.uk/healthsciences/student-intranet/timetables/assessment-schedules/

Referencing
You must reference your work in accordance with departmental referencing guidelines which you can access via the following link: http://www.york.ac.uk/integrity/harvard.html

Assessment Guidance
You will be required to complete a 3000 word reflective essay in which you consider an area of service improvement that necessitates change and:

- demonstrate what you have learned and the extent to which you have achieved the agreed learning outcomes specified in your learning contract
- analyse the degree to which your practice has been enhanced as a result of undertaking the module.

Confidentiality
It is essential that within this essay you do not identify your employer, or place of employment or any colleagues, clients/patients or yourself by name. You should familiarise yourself with the confidentiality policy which is in the core section of the student handbook

Knowledge
There is an informed discussion on the extent to which personal practice has been enhanced. Theory is appropriately used to provide rationales for actions taken and for evaluation of the outcomes.

Structure & Organisation
The work is well organised and develops logically. The use of a reflective model should be evident. There is no repetition of arguments. The agreed learning outcomes have been clearly identified and evaluation of their achievement should be included in the conclusion.

A copy of your agreed learning contract MUST be included as an appendix to your work. This should have identifying names and signatures removed. Failure to provide this will result in a mark of zero being awarded.