Module Title | Service Improvement in the Workplace
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Module Code | HEA00059H
Module Level* | 6
Word Limit /Exam Duration | 3,000 words
Assessment Type(s) | Essay

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
Using a recognised reflective model you are required to produce a 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 clinical practice has been enhanced as a result of undertaking the module.
- critically appraise research evidence and appropriately apply and synthesise knowledge from various sources within the practice environment.

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. Please refer to confidentiality policy in student handbook.

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

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

Application of theory to practice
Relevant theories, concepts and policies are used to examine how the work undertaken has impacted on current practice.

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 failure of the assignment. The maximum mark available in this circumstance will be 39%.

Date last reviewed: Sept 2012
Reviewer: L Storr
Date last updated: Sept 2014
Date last reviewed by External Examiner: