

Scorecard

5-minute monthly service review walkthrough — B1

Score the L1 and L7 recordings using this rubric. For each criterion, assign 0, 1, or 2 points. Total per recording: /10.

Criterion	Below level (0)	At level — B1 (1–2)	Above level (2)
Communicative effectiveness — did the client get what they needed to act?	Client leaves uncertain about the month's status; asks for the report to be recirculated; raises issues that should have been addressed in the walkthrough	Client can sign off planned work, approve asks, escalate issues in the same meeting; minor clarifying questions only	Client acts immediately; questions are refinements, not requests for missing information
Clarity & structure — are the five beats present and followable?	Status comes after the analysis (or never); incidents and planned work tangled; asks missing or buried	Five beats present and in the stated order; uses simple transitions between them ("on KPIs", "on incidents", "to wrap up")	Opens with month-at-a-glance + overall stance in a single sentence; closes with a named ask in under 30 seconds
Language control — is grammar stable enough for credibility?	Switches between past and present tense within one sentence when reporting incidents; leaves sentences unfinished when KPI numbers get dense	Past simple holds across incidents; modals used for asks ("we'd recommend", "could we agree"); occasional article and preposition errors	Modality used accurately for likelihood vs commitment ("may recur" vs "will recur"); conditionals used for risk ("if the alarm hadn't escalated, we'd have had no visibility")
Lexical appropriacy — right words for an FM client?	Uses vague verbs ("do", "make", "have", "handle") where FM-specific verbs exist; describes systems and incidents without naming them	Names FM actions with precise verbs (rectify, restore, dispatch, mobilise, isolate, escalate); uses standard ratios (uptime, MTTR, response time) without glossing; some translation-style phrasing	Uses domain-standard lexis naturally (commissioning, BMS, AHU/FCU, scope, contractually); switches register smoothly between technical detail and executive framing
Time discipline — 5 minutes, all beats covered?	Over 5:30 or under 3:30; at least one beat dropped to fit (usually planned work or asks)	4:45–5:15; all five beats included; pacing even across beats	Confident pacing with extra time on the incidents beat (highest-stakes); ends cleanly, not cut off

Scoring

Score	Definition
2	Matches the At level or Above level descriptor
1	Partially at level — some At-level features, some Below
0	Matches the Below level descriptor

Pass thresholds

A learner passes the course if either threshold is met:

Threshold	Definition	What it proves
Performance	L7 total \geq 6/10	Learner can perform the task to standard
Improvement	(L7 total – L1 total) \geq 2 points	The course added value

Grade bands (assigned on L7 score)

L7 total	Band	Description
9–10	Distinction	Performs above level. Minor refinements only.
7–8	Pass with merit	Performs at level reliably.
6	Pass	Task communicatively achieved. Some criteria below level.
0–5	Not yet passing	Task not yet reliably achieved.

Note on the 5th criterion. Interaction management is excluded because the walkthrough is delivered as a structured monologue — client questions and discussion happen after. Time discipline replaces it: covering all five beats in 5 minutes without sacrificing the incidents beat or the asks is the binding constraint.