

Scorecard

4-minute daily operations briefing — 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 ops team leave knowing what to do?	Team leaves with logistics questions (“what time is the VIP group”, “which outlet is short”); brief has to be repeated 1:1 to multiple leads	Team leaves knowing today’s volume, priorities, and their own handoffs; only refinement questions remain (“can we adjust X if Y?”)	Team self-organizes immediately after the brief; cross-team coordination happens during the day without the manager being in the loop on routine matters
Clarity & structure — are the five beats present and followable?	Mixes today / yesterday / risks throughout; no clear opening posture; priorities buried inside operational detail	Five beats present and in the stated order; uses simple transitions (“on yesterday”, “for today’s priorities”, “on the risks”, “handoffs”)	Opens with posture + standout factor in a single sentence; closes with named handoffs in under 20 seconds
Language control — is grammar stable enough for credibility?	Tense slippage between yesterday and today within one sentence; sentences unfinished when operational detail gets dense; modals confused (“we should had”)	Tenses hold across each beat; uses modals for risks and asks (“we’d want X by Y”, “could we cap the queue at...”); occasional article and preposition errors	Modality used accurately for likelihood vs. commitment (“may slip past noon” vs. “will be done by noon”); conditionals used for contingencies (“if footfall passes 7,000 by 11, second security shift deploys”)
Lexical appropriacy — right words for an ops team?	Uses vague verbs (“do”, “handle”, “make”) where ops-specific verbs exist; describes operational concepts without naming them	Names ops actions with precise verbs (deploy, escalate, redirect, throttle, sequence, stage); uses standard ops metrics (footfall, dwell time, throughput, capacity) without glossing	Uses domain-standard lexis naturally (contingency activation, peak-shift, capacity buffer, escalation matrix); switches register smoothly between operational numbers and executive framing
Time discipline — 4 minutes, all beats covered?	Over 4:30 or under 2:30; at least one beat dropped to fit (usually risks or handoffs)	3:45–4:15; all five beats included; pacing even across beats	Confident pacing with extra time on the risks beat (the highest-stakes beat); 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 briefing is delivered as a monologue — team questions and discussion happen after. Time discipline replaces it: covering all five beats in 4 minutes without sacrificing risks or handoffs is the binding constraint.