


INDUSTRIAL TRAINING EVALUATION RUBRICS FORM
INSTRUCTION: PLEASE RATE ITEM BELOW TO REFLECT THE STUDENT'S PERFORMANCE

NAME :		KIRTHIKA NAIDU ALP THANAPAIL NAIDU		REG. NO. :		18DUP194F2023			
PROGRAMME :		DIPLOMA IN TOURISM MANAGEMENT							
SECTION A: PERFORMANCE APPRAISAL (35%)									
NO	ITEM/ CRITERIA	CLO	CLS	RATING				SCORE	
				(5) Excellent	(4) Good	(3) Satisfactory	(2) Unsatisfactory / Limited		(1) Weak/Very Limited
1.	PERFORM DUTIES Apply knowledge and skills to perform task.	1	3a	Excellent knowledge and skills in performing tasks.	Good knowledge and skills in performing tasks.	Made visible with basic knowledge and skills in performing tasks.	Limited made visible with limited knowledge and skills in performing tasks.	Show no visible knowledgeable/ technical skill in performing tasks.	[3 / 5]
	Use tools and/or method, and adopt a variety of technologies at the workplace.			Able to use tools/ apply method independently.	Able to use tools/ apply method with minimum supervision.	Able to use tools/ apply method with supervision.	Limited ability to use tools/ apply method.	Very limited ability to use tools/apply method.	
2.	SOCIAL AND COMMUNICATION SKILLS Possess self-confidence, self-awareness and ability to communicate in social context.	2	3b	Displays self-confidence and able to communicate at work effectively, all the time.	Demonstrates self-confidence and able to communicate at work effectively, most of the time.	Demonstrates self-confidence and able to communicate at work, satisfactorily.	Limited self-confidence in doing a task and limited ability to communicate at work.	Not confident in doing a task and not able to communicate at work.	[2 / 5]
	Shows excellent ability to communicate at workplace.			Shows good ability to communicate at workplace.	Shows satisfactory ability to communicate at workplace.	Shows limited ability to communicate at workplace.	Does not show ability to communicate at workplace.		
									[3 / 5]



NAME :		KIRTHIKA NAIDU A/P THANAPALL NAIDU			REG. NO. :		18DUP/QF2023		
PROGRAMME :		DIPLOMA IN TOURISM MANAGEMENT							
SECTION A: PERFORMANCE APPRAISAL (35%)									
NO	ITEM/ CRITERIA	CLO	CLS	RATING					SCORE
				(5) Excellent	(4) Good	(3) Satisfactory	(2) Unsatisfactory / Limited	(1) Weak/Very Limited	
3.	VALUES, ATTITUDES AND PROFESSIONALISM Comply with the policies, rules and instruction of the organization, job procedures and/or safety and health regulations.	3	5	Shows excellence compliance with the policies, rules, job procedures, safety and health regulations.	Shows good compliance with the policies, rules, job procedures, safety and health regulations.	Adheres to organizational work policies/ safety rules and procedures with few exceptions.	Often does not meet standards in complying with work policies/ safety rules and/or care of equipment.	Resists established work policies/safety rules and procedures.	[3 / 5]
	Shows excellence responsibility, accountability and integrity.			Shows good responsibility, accountability and integrity.	Shows satisfactory responsibility, accountability and integrity.	Shows unsatisfactory / limited responsibility, accountability and integrity.	Shows no responsibility, accountability and integrity.		
4.	LEADERSHIP AND TEAMWORK Demonstrate leadership skills and work in teams to perform duties towards goal achievement.	4	3d	Shows clear evidence to demonstrate the ability to take alternate roles as a group leader and a group member.	Shows some evidence to demonstrate the ability to take alternate roles as a group leader and a group member.	Shows minimum evidence to demonstrate the ability to take alternate roles as a group leader and group members.	Shows limited evidence to demonstrate the ability to take alternate roles as a group leader and group members.	No clear evidence of ability to take alternate roles as a group leader and group members.	[3 / 5]



NAME :		KIRTHIKA NAIDU ALP THANAPALL NAIDU		REG. NO. :		18DUPI19F2023			
PROGRAMME :		DIPLOMA IN TOURISM MANAGEMENT							
SECTION A: PERFORMANCE APPRAISAL (35%)									
NO		ITEM/ CRITERIA	CLO	CLS	RATING			SCORE	
					(5) Excellent	(4) Good	(3) Satisfactory	(2) Unsatisfactory / Limited	(1) Weak/Very Limited
5.	DIGITAL SKILLS AND INFORMATION MANAGEMENT ▪ Ability to use and organize relevant information/digital technologies from various sources to complete duties.	5	3c	All important sources are used and organized appropriately.	All important sources are not used and organized appropriately.	Some important sources are used and organized.	Many important sources are not used and organized.	All important sources are not used and not organized.	[4 / 5]
6.	CONTINUOUS LEARNING AND ENTREPRENEURIAL SKILLS ▪ Develop enthusiasm for independent learning and self-development. Show entrepreneurial awareness in performing tasks.	6	4	Demonstrates excellent ability and initiative to self-learn. Shows high motivation in self-development with very clear and achievable goals.	Demonstrates good ability and initiative to self-learn. Shows good motivation in self-development with clear and achievable goals.	Demonstrates moderate ability and initiative to self-learn. Shows satisfactory motivation in self-development with mediocre, achievable goals.	Limited ability and initiative to self-learn. Shows low motivation in self-development and unclear goals.	Very limited ability and initiative to self-learn. Shows very low motivation in self-development and no goals.	[3 / 5]
TOTAL									30 / 50



NAME :		KIRTHIKA NAIDU AP THANAPALL NAIDU		REG. NO. :		18DUPIQF2023			
PROGRAMME :		DIPLOMA IN TOURISM MANAGEMENT							
SECTION B: REFLECTIVE JOURNAL/ LOG BOOK (15%)									
NO	ITEM/ CRITERIA	CLO	CLS	RATING					SCORE
				(5) Excellent	(4) Good	(3) Satisfactory	(2) Unsatisfactory / Limited	(1) Weak/Very Limited	
1.	PERFORM DUTIES ▪ Explanation and reflection about work process.	1	3a	Excellent explanation and reflection of work process.	Good explanation and reflection of work process.	Satisfactory explanation and reflection of work process.	Poor explanation and reflection of work process.	Very poor explanation and reflection of work process.	[4 / 5]
2.	PERSONAL SKILLS ▪ Organize reflective journal timely and neatly.	4	3d	Produces comprehensive and well-structured reflective journal on time and neat.	Produces a good and well-structured reflective journal on time and neat.	Produces a satisfactory and structured reflective journal but sometimes not on time and neat.	Produces an unsatisfactory reflective journal and rarely on time and untidy.	Produces a poorly written or never submitted any reflective journal.	[4 / 5]
3.	DIGITAL SKILLS AND INFORMATION MANAGEMENT ▪ Construct information such as activity/ task, tool, methods/ concept, figures/ flowchart, problems and solutions clearly in daily report.	5	3c	Able to precisely describe activities/ tasks, tools, methods/ concept and figures / flowchart.	Able to describe relevant activities/tasks, tools, methods/ concept and figures / flowchart.	Able to satisfactorily describe activities/tasks, tools, methods/ concept and figures / flowchart.	Able to adequately describe activities/ tasks, tools, methods/ concept and figures / flowchart.	Irrelevant description of activities/ tasks, tools, methods/ concept and figures / flowchart.	[3 / 5]
				Able to identify problems and recommend effective solutions.	Able to identify problems and recommend good solutions.	Able to identify problems and recommend appropriate solutions.	Able to identify problems but not able to recommend solutions.	Unable to identify problems and solutions.	[3 / 5]
TOTAL									14 / 20



NAME :		KIRTHIKA NAIDU A/P THANAPPAU NAIDU		REG. NO. :		180UP1QT2023			
PROGRAMME :		DIPLOMA IN TOURISM MANAGEMENT							
SECTION C: INDUSTRIAL TRAINING REPORT (20%)									
NO.	ITEM / CRITERIA	CLO	CLS	RATING					SCORE
				(5) Excellent	(4) Good	(3) Satisfactory	(2) Unsatisfactory / Limited	(1) Weak/Very Limited	
1.	EXECUTIVE SUMMARY	2	3b	Able to derive coherently all important aspect/ key element of the report.	Able to derive four of important aspect/ key element of the report.	Able to derive three of important aspect/ key element of the report.	Able to derive two aspect/ key element of the report.	Unable to derive any aspect/ key element of the report.	[4 / 5]
2.	INTRODUCTION AND BACKGROUNDS	2	3b	Very significance and depth coverage in: ▪ training objectives; ▪ background of organization; and ▪ history, activities, product or services.	Significance and depth coverage in: ▪ training objectives; ▪ background of organization; and ▪ history, activities, product or services.	Moderate information in: ▪ training objectives; ▪ background of organization; and ▪ history, activities, product or services.	Less significance and depth coverage in: ▪ training objectives; ▪ background of organization; and ▪ history, activities, product or services.	Not significance and depth coverage in: ▪ training objectives; ▪ background of organization; and ▪ history, activities, product or services.	[3 / 5]



NAME :		KIRTHIKA NAIDU ALP THANADAIL NAIDU		REG. NO. :		1804U14F2023			
PROGRAMME :		DIPLOMA IN TOURISM MANAGEMENT							
SECTION C: INDUSTRIAL TRAINING REPORT (20%)									
NO.	ITEM / CRITERIA	CLO	CLS	RATING				SCORE	
				(5) Excellent	(4) Good	(3) Satisfactory	(2) Unsatisfactory / Limited		(1) Weak/Very Limited
3.	TRAINING SUMMARY REPORT	5	3c	Details summary of tasks/jobs scope and activity is arranged in an order, clear transition between steps and overall illustration are coherent.	Details summary of tasks/jobs scope and activity is organized reasonably well; there may be minor lapses from logical order, but they do not seriously detract from coherence of illustration.	Details summary of tasks/jobs scope and activity are organized acceptably; there may be some lapses from logical order, but they do not seriously detract from coherence of illustration.	Some attempt to order information has been made, but the sequence is difficult to follow.	There is no apparent order. Writing rambles and/or is confusing to the reader.	[3 / 5]
4.	TECHNICAL REPORT (Choose one of main task/project during industrial training.)	5	3c	Elaboration of the tasks and the use of appropriate tools/ methods are clear with recommended improvement.	Elaboration of the tasks and the use of appropriate tools /methods are clear and well-presented.	Elaboration of the tasks and the use of appropriate tools/ methods are satisfactory.	Elaboration of the task with suitable tool/ method are vague.	Elaboration of the task with suitable tool/ method are not related.	[4 / 5]



NAME :		KIRTHIKA NAIDU ALP THANAPALL NAIDU		REG. NO. :		18DUP19F2033			
PROGRAMME :		DIPLOMA IN TOURISM MANAGEMENT							
SECTION C: INDUSTRIAL TRAINING REPORT (20%)									
NO.	ITEM / CRITERIA	CLO	CLS	RATING				SCORE	
				(5) Excellent	(4) Good	(3) Satisfactory	(2) Unsatisfactory / Limited		(1) Weak/Very Limited
5.	CONCLUSION	6	4	Able to conclude and evaluate the training outcomes and self development for future career and future education.	Able to conclude and evaluate the training outcomes with substantial clarity and self development.	Able to conclude and evaluate the training outcomes with moderate clarity.	Able to conclude and evaluate the training outcomes with minimal clarity.	No conclusion on the achievement of training and provide no evaluations on both training outcomes.	[4 / 5]
6.	OVERALL, STRUCTURE, ORGANIZATION AND QUALITY	2	3b	The report is well organized and supported with sufficient and relevant information.	The organization of the report is good and supported with substantial evidence.	The organization of the report is good and supported with satisfactory evidence.	The organization of the report is satisfactory with minimal support.	The report is poorly organized and lacked of supporting evidence.	[3 / 5]
				TOTAL				[24 / 30]	

Remark/ Noted:

- CLO = Course Learning Outcomes
- CLS = Clusters of Learning Outcomes (CLS):
 - CLS 1 = Knowledge & Understanding
 - CLS 2 = Cognitive Skills
 - CLS 3a = Practical Skill
 - CLS 3b = Interpersonal & Communication Skills
 - CLS 3c = Digital & Numeracy Skills
 - CLS 3d = Leadership, Autonomy & Responsibility
 - CLS 4 = Personal & Entrepreneurial Skills
 - CLS 5 = Ethics & Professionalism



If this is a quick feedback. Based on students' performance at the workplace, please rate their English proficiency	RATING				
	(5) Excellent	(4) Good	(3) Satisfactory	(2) Unsatisfactory / Limited	(1) Weak / Very Limited
(a) Communication	4				
(b) Writing	3				
Comments/recommendations: Her self - confidence is strong. she could take more initiative and she would be rewarded. Overall a bright young lady with excellent prospects.					
To be completed by Student's Industry Supervisor Name : Shirley Teh Shuet Li Position : Visitor service Date : 29/12/2022 Signature : Company/organization stamp:  TOURIST INFORMATION CENTRE 10, Ground Floor, The Whiteways Arcade Lebuh Pantai, 10200 Penang. Tel: 04-263 1166 Fax: 04-264 3455					

