

BSBLDR403 LEAD TEAM EFFECTIVENESS ASSESSMENT SUMMARY

The assessment activities for *BSBLDR403 Lead team effectiveness* cover all aspects of the unit of competency required. To demonstrate competence in this unit, a participant must undertake all tasks and complete them satisfactorily and consistently. For Apprentices and Trainees, this includes employer completion of the Employer Record Book (ERB).

Participants must read all the information given before starting any assessment task. The assessment tasks are intended to be equitable, fair and flexible. If a participant has any questions or requires alternative arrangements to be made such requests should be directed to their Trainer/Assessor, who should note such arrangements in the 'Assessor Comments' on the affected assessment. If a participant feels they are not yet ready to be assessed, they should discuss their options with their Trainer/Assessor.

To satisfactorily complete the assessment, the participant is required to answer all questions correctly and demonstrate their skills to industry standards. If a participant does not answer some questions or perform some tasks, they will be deemed 'Not Satisfactory' for the task and 'Not Yet Competent' for the unit of competency. The Trainer/Assessor is able to provide the participant with additional information on interpreting the assessment outcomes and provide guidance on the participant's options. Should a participant still be deemed 'Not Satisfactory' they will have the opportunity to undertake a supplementary assessment or appeal the result.

By signing the cover page for each assessment item, the participant acknowledges they understand the assessment instructions and requirements and consent to being assessed. The participant also verifies and assures the RTO that the work submitted is their own work.

Participant Name

Task	Assessment Results	
Theory Exam	☐ Satisfactory	☐ Not Yet Satisfactory
Practical Assessment	☐ Satisfactory	☐ Not Yet Satisfactory
Outcome for Unit of Competency	☐ Competent	☐ Not Yet Competent

Assessor Name

Assessor Signature

Unit Competence Determination Date

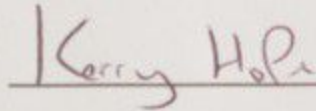
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BSBLDR403 LEAD TEAM EFFECTIVENESS

THEORY EXAM INSTRUCTIONS

- This exam will occur under standard assessment conditions.
 - An oral examination may be allowed under certain circumstances, whereby the Participant's answers will be documented by a party other than the Participant. This must be acknowledged in writing (e.g. FT001 and Assessor Comments)
- Participants must provide enough detail in their responses to demonstrate their knowledge and skills.
- Please fill in the details below, providing your name, signature and date of assessment.
 - Your signature acknowledges that this is your own work.
- Assessors are to complete marking in pen of a different colour to the Participant.
- If a Participant initially answers a question incorrectly but modifies their response, they must follow the instructions below:
 - If a Participant changes their response in writing, they must put their initials next to the written change.
 - If a Participant changes their response verbally, this must be noted on the exam paper by the assessor.

Participant name



Participant signature



Date

[Click here to enter a date.](#)

Assessor name

Assessor signature

Date

[Click here to enter a date.](#)

Number of questions

Number of questions
answered correctly

Task outcome (Tick)

23		Satisfactory	Not Yet Satisfactory
		☐	☐

ASSESSOR COMMENTS

1. Identify a team that may exist in the workplace. Consider the purpose of the team, its goals and objectives. Name and describe the roles and responsibilities for at least three (3) team members. Finally, identify at least one (1) method that will assist with monitoring progress towards the team goals.

Answer

Point	Detail												
Team purpose	A Team should plan and work together to achieve the best outcome; Identify, establish & document												
Goals and objectives	These should be clearly defined, understood and agreed upon by all members. There needs to be commitment to achieving something together.												
Team members	<table><tr><th>Role</th><th>Description</th><th>Responsibilities</th></tr><tr><td>1</td><td>PLANTER</td><td>Introduces new Ideas and brings Innovation.</td></tr><tr><td>2</td><td>CO-ORDINATOR</td><td>Focuses on the team's objectives, delegates work to team members</td></tr><tr><td>3</td><td>SPECIALIST</td><td>Brings in depth knowledge of a key area to the team</td></tr></table>	Role	Description	Responsibilities	1	PLANTER	Introduces new Ideas and brings Innovation.	2	CO-ORDINATOR	Focuses on the team's objectives, delegates work to team members	3	SPECIALIST	Brings in depth knowledge of a key area to the team
	Role	Description	Responsibilities										
	1	PLANTER	Introduces new Ideas and brings Innovation.										
	2	CO-ORDINATOR	Focuses on the team's objectives, delegates work to team members										
3	SPECIALIST	Brings in depth knowledge of a key area to the team											
Progress monitoring	Enable a work plan for team goals and take notes followed by a performance review												

2. True or False (Tick your response): A team leader is more of a mentor than overseer who checks work.

Answer

☐	True
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☐



False

3. Match the leadership styles and definitions by writing the appropriate letter next to each number in the centre column.

Answer	Style	Answers	Definition	
1	Authoritarian	1	A Leaders who let the team function without much interference	☐
2	Democratic	2	B Leaders who fully control their team	
3	Laissiz-Faire	3	C Leaders who try to include everyone in the decision-making process	

4. Why is it important for team leaders to include team members in the planning process?

Answer Interaction between team members is good, it is essential that the output of the team is greater than individuals working alone. ☐

5. For each of the listed activities in the table below, identify two (2) methods that team leaders can use to involve team members.

Answer	Activity	Method/s to involve team members	
	Goal setting	Meetings, Brainstorming Sessions	☐
	Decision making	Consultation methods, everyone should be actively involved and gain satisfaction	
	Work allocation	Consider skills & experience that each member can contribute to the team. Allocate work according to skills & abilities to get the most from team members	

6. True or False (Tick your response): Diverse teams produce more creative results than teams in which members are from a similar background.

Answer

☒	True
☐	False

☐

7. Provide two (2) examples of how the knowledge, skills and background of team members can enhance team practices.

Answer

- Members Know what is expected of them ☐
- Members from experience will know the best way to approach the task

8. Provide two (2) reasons that responsibilities must be carefully delegated within the work team.

Answer

- Delegation gives leaders time to use their time more productively for more strategic thinking and coaching their team ☐
- Delegate responsibilities according to skill and training levels to get the best result.

9. Describe what innovation brings to the workplace. Provide one (1) example of innovative practice.

Answer

- Idea's to create a safer work place so that workers go home at the end of the day. ☐
- Team meetings to discuss issues and resolve them with better ideas

10. Explain how encouraging team members to assist each other in undertaking their roles and responsibilities can improve productivity.

The team will gain a better understanding of one another plus it will improve communication between team members. This as a result will improve productivity due to less time wasted with a team leader delegating members to jobs and monitoring progress.

Answer

☐

11. Which of the following are likely outcomes from involving team members in all aspects of a job? Tick all that apply.

Answer

Choice	Possible Answers
☐	Causes members to resent the team
☒	Makes the work more meaningful
☒	Improves self-esteem of team members
☒	Improves team morale
☒	Team members take more responsibility for their individual work

☐

12. Explain how providing feedback to team members can encourage and motivate team members – building trust and positive working relationships.

Answer

Feedback can give members confidence in the role both with good comments and also ways they can improve so in the long run will become a more accomplished worker. It can also give them a chance to speak and develop people skills also gaining trust from other team members.

☐

13. Identify one (1) issue, concern or problem that may be identified by team members. Describe the signs that you would recognise to identify the issue and how the matter could be resolved by internal team negotiation.

Answer

Question	Response
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☐

Signs	stress or anxiety when appointed to a task.
Solution via negotiation	Direction, encouragement, feedback

14. Identify one (1) issue, concern or problem that would need to be resolved by an external party. Describe the signs that you would recognise to identify the issue and who the matter should be referred to.

Answer

Question	Response
Signs	Bullying or a worker uncomfortable with their job role
Referred to	Management



15. Identify three (3) ways that the team leader can serve as a role model to, and motivate, the team.

Answer

• Enhance the organisations Image within the work team, the organisation and with clients/customers
 • checking & instructing work
 • mentor the team



16. For each of the following areas, provide one (1) example of how the team leader's contributions to the work team can enhance the organisation's image:

- Internally, within the work team and the organisation
- Externally, with clients/customers

Answer

Question	Response
Within the work team and organisation	Advise, mentor and suggest positive solutions
With clients and customers	Appoint members to specific roles that are comfortable or experienced to undertake with the result being improved productivity for client/customer



17. Provide three (3) communication methods that a team leader may encourage the team to use and situations that each communication method would be suitable for.

Answer

Method	Suitability
Spoken Communication	Should be clear, Concise, Concrete, Correct, Coherent, Complete, Courteous. when there is an issue or problem
Actively listen Meetings	meetings can be set up before a job has started to put practices in place
Interviews	When there has been an issue, interviews could take place to get information on the matter.

☐

18. Identify two (2) ways that the team leader can maintain open communication with management.

Answer

- Communicate with regular meetings and delivering reports.
- Email with all team members involved

☐

19. Identify two (2) issues, concerns and problems that may be raised by the team to management.

Answer

- Groups or teams that are failing to work together.
- Domineering personalities within the group

☐

20. For the matters raised in Q19., identify how the team leader could ensure follow-up action is taken.

Answer

By holding a group meeting to talk and resolve matters

☐

21. Identify two (2) issues, concerns and problems related to the team that may be raised by management back to the team.

Answer

- That a team member requires additional training
- Underperformance of the team



22. For the matters raised in Q21., identify how the team leader could ensure follow-up action is taken.

Answer

~~A team leader may be required to hold a ~~team~~ meeting to negotiate the levels of performance, if too high.~~



Hold a meeting with members to address matters

23. Describe one (1) situation where the team leader may have to negotiate with management on behalf of the team.

Answer

If the level of performance is too high.



Task 1 (Occasion 1)	☐	☐
Task 1 (Occasion 2)	☐	☐

ASSESSOR COMMENTS

BSBLDR403 LEAD TEAM EFFECTIVENESS

Practical Task 1 (2X)

Description of task:

On two (2) occasions, a suitable observer is to verify the participant's ability to lead team effectiveness, including:

- Developing a team work plan that provides –
 - Documentation of how it was generated and how it will be monitored
 - Incorporation of innovation and productivity measures
- Communicating with team members and management to –
 - Identify and establish the team purpose, roles, responsibilities, goals plans objectives
 - Consult, encourage, support and provide feedback
 - Model team leadership behaviours and approaches
 - Resolve problems

The participant is to gather evidence of how they have completed each component of the Practical Task, which is to be submitted with this Practical Assessment sheet. Evidence to be submitted may include:

- Meeting minutes (e.g. subcontractor meeting, HSE committee meeting)

The observer is to provide detailed comments on the tasks completed by the participant. The assessor is to verify the observer's comments in the Assessor Comments section, and provide the Practical Assessment outcome on the front cover of this document.

Resources required:

Nil

Assessment of task

Name of participant:

Kerry Hope

Name of observer:

Role of observer
(Confirm suitability to sign)

Email address of observer

Signature of observer:

Date: [Click here to enter a date.](#)

When completing the task, did the participant:

Tick if satisfactorily completed.
Provide comments if left unticked.

1st
Occasion

2nd
Occasion

- A. Lead and consult with the team to document work plan, incorporating:
- Team purpose, roles, responsibilities, goals, plans and objectives
 - Innovation and productivity measures
 - Notes on how the work plan was generated and how it would be monitored

☐
☐

Attendance - Kerry Hope, John Jones, David Davies,
Jayne Oors

Lunch Room - 6.30am - 1/1/20

6.30am - This morning myself (Team leader) and our Safety team 'Hope safe Hld' at 'Midtown Centre' held a meeting via the site lunch room.

(The aim of the meeting organised by myself was to develop a work plan that included strategies for a safer workplace. Midtown Centre is a building erected in 1950 and contains asbestos, therefore the plan is to meet obligations in accordance with work health and safety legislation)

(It is our commitment to ensure we comply with WHS Act 2011 and also any other applicable Codes of practice)

(It is the teams duty to commit to ensuring the Health and Safety (employees, contractors, labour hire apprentices, volunteers) of all personnel whilst they are at work)

6.35am - I gave each member of the team an introduction to the responsibilities that is required of them. We outlined that we would develop and implement strategies which would ~~develop~~ ~~implement~~ include

a workplace assessment, identify hazards and actions to eliminate or control the hazards.

7.30am - I Briefed each member to document the measures put in place so that in our weekly committee meeting we could use to provide feedback and review any necessary problems to see if it had been resolved.

7.40am - As a team leader I made it clear to the team that I wanted to encourage feedback good or bad and training needs would be provided.

7.45am - With all put in place I addressed to the team I would model behaviours (team) and approaches to ensure we give all workers a safer environment to meet productivity measures

Meeting closed 8am

Attendance - Kerry Hope, John Jones, David Davies,
Jayne Doors, HSE Committee, Sub Cent.

Lunch room - 6.30am 2/1/20

Appointed Persons - John Jones (Resources Investigator)
Jayne Doors (co-ordinator)

6.35am - As team leader I briefed each member
about the removal of asbestos containing
material on Charlotte Street level 20 elevation which
would be taking place the following day.

We outlined the required actions that needed to
be implemented and put into place to ensure the
safety requirements for other tradesmen and women on
site.

7.15am - To achieve the required outcome for this
task we agreed to appoint -

John Jones as resource Investigator due
to his past experience and training
also

Jayne Doors as a shaper to keep the
team on track and ensure no one loses focus
due to the importance of removing ACM safely.

7.20am - David Davies was to check all workers involved in ~~mural~~ work trained and competent prior to work commencement.

(Sub Contractors ~~the~~ and site HSE Committee were required to be present for briefing to ensure good plans for a steady flow in actions resulting in good productivity measures)

7.50am - John Jones was appointed to check prior to commencement all PPE for all workers performing the asbestos removal, required level of exclusion zone that needed to be set up.

(Legal requirements regarding health and safety were met, reports carried out and also workplace inspections by HSE team)

(All of this was done in accordance with promoting health and safety at every opportunity by myself and leading by example).

Meeting closed 9am