

BSBLDR403 LEAD TEAM EFFECTIVENESS

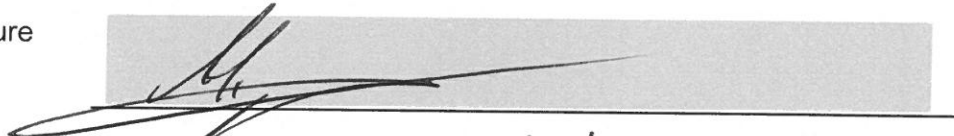
PRACTICAL ASSESSMENT INSTRUCTIONS

- The following practical assessment will require the Participant to complete work related activities.
- The Assessor will conduct observations of the Participant's work to determine whether they display sufficient practical skills and knowledge.
- Please fill in the details below – providing your name, signature and date of assessment.
 - The Participant's signature acknowledges that the Assessor provided clear instructions and the Participant understood what was required to complete this assessment.
- The Assessor may substitute a Practical Task with an alternate task of equal value.
 - Alternate tasks must be fully documented by the assessor in the Assessor Comments area.

Participant name

MITCHELL RYAN

Participant signature



Date

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

5/5/2020

Assessor name

Assessor signature



Date

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

Task	Task outcome (Tick)	
	Satisfactory	Not Yet Satisfactory
Task 1 (Occasion 1)	☐	☐
Task 1 (Occasion 2)	☐	☐

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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:		
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.	
	1 st Occasion	2 nd Occasion
1.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	☐	☐
1.B. Lead team to develop cohesion, including: • Providing opportunities for input of team members into planning, decision making and operational aspects • Encouraging and supporting team members to take responsibility for own work and to assist each other • Providing feedback to team members to encourage, value and reward individual and team efforts and contributions	☐	☐

1.C. Participate in and facilitate work team, including: • Leading and supporting team members in meeting expected outcomes, through delegation and work allocation • Actively encouraging team members to participate in and take responsibility for team activities and communication processes • Giving the team support to identify and resolve problems, issues and concerns • Acting as a role model to enhance the organisation's image	☐	☐
1.D. Maintain open communication by passing information from management to the team and vice versa (including issues, concerns and problems) and ensuring follow-up action was taken.	☐	☐

The Participant's performance was: ☐ Satisfactory ☐ Not Satisfactory

OBSERVER COMMENTS



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	Mitch RIAN
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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	Click here to enter a date.

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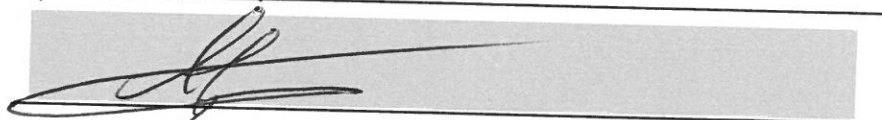
THEORY EXAM INSTRUCTIONS

- 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

MITCH RYAN

Participant signature



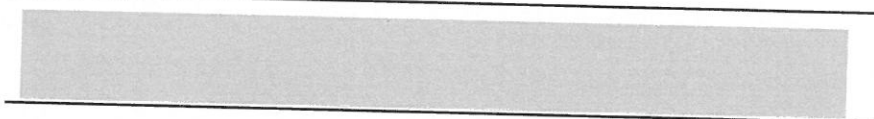
Date

Click here to enter a date.

5/5/2020

Assessor name

Assessor signature



Date

Click here to enter a date.

Number of questions	Number of questions answered correctly	Task outcome (Tick)	
		Satisfactory	Not Yet Satisfactory
23		☐	☐

ASSESSOR COMMENTS

- Q7. Provide two (2) examples of how the knowledge, skills and background of team members can enhance team practices.

Answer

A TRADESMAN WITH A SPECIFIC BACKGROUND OF A TRADE CAN PASS ON THEIR KNOWLEDGE TO LESS EXPERIENCED WORKERS
A WORKERS SPECIFIC SET OF SKILLS SHOULD BE USED FOR SPECIFIC TASKS.



- Q8. Provide two (2) reasons that responsibilities must be carefully delegated within the work team.

Answer

TO AVOID RESENTMENT BETWEEN GROUP MEMBERS



TO GET THE MOST OUT OF THE TEAM MEMBERS.

- Q9. Describe what innovation brings to the workplace. Provide one (1) example of innovative practice.

Answer

APPLICATION OF BETTER SOLUTIONS TO MEET REQUIREMENTS.



USING RUBBER RING JOINTS FOR JOINING PIPES, RATHER THAN USING SOLVENT GLUES TO JOIN

- Q10. Explain how encouraging team members to assist each other in undertaking their roles and responsibilities can improve productivity.

Answer

A VALUED TEAM WILL BE INSPIRED TO KEEP WORKING TOWARDS ITS GOALS AS WELL AS REMAINING FOCUSED, ENERGETIC & COHESIVE IN ITS ACTIONS



- Q1. 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	INSTALL WATER PUMPSET		
Goals and objectives	INSTALL PUMP & PIPEWORK FOR WATERMAIN PUMPSET		
Team members	Role	Description	Responsibilities
	1	PROJECT MANAGER	OVERSEES & ADVISES WORK TO BE CARRIED OUT. IS RESPONSIBLE FOR OVERALL JOB COMPLETION
	2	LEADING HAND	ORGANISES ALL MATERIAL & FITTINGS REQUIRED. RESPONSIBLE FOR HAVING THE CORRECT MATERIALS TO COMPLETE THE WORK
	3	TRADESMAN	INSTALLS PUMPS & ASSOCIATED PIPEWORK. RESPONSIBLE FOR INSTALLING EVERYTHING CORRECTLY
Progress monitoring	THE PROJECT MANAGER WILL OVERSEE ALL ASPECTS OF THE JOB & ENSURE DEADLINES ARE MET. THE LEADING HAND IS ABLE TO HELP THE TRADESMAN WITH ANYTHING THAT IS NEEDED		

- Q2. True or False (Tick your response): A team leader is more of a mentor than overseer who checks work.

Answer

☒	True
☐	False

- Q3. 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 - B	A	Leaders who let the team function without much interference
2	Democratic	2 - C	B	Leaders who fully control their team
3	Laissiz-Faire	3 - A	C	Leaders who try to include everyone in the decision-making process

- Q4. Why is it important for team leaders to include team members in the planning process?

Answer	TEAM MEMBERS FEEL MORE OWNERSHIP OF A PROJECT IF THEY'VE HAD SOME INPUT INTO THE DECISION MAKING	☐
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- Q5. 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	SET CLEAR, IDENTIFIABLE & ACHIEVABLE GOALS. MONITOR THE TEAMS PROGRESS TOWARDS GOAL.	
	Decision making	ENCOURAGE TEAM MEMBER INVOLVEMENT IN DECISION MAKING. TO IMPROVE PRODUCTIVITY, A MANAGER SHOULD NOT BE CONSULTED EACH TIME A DECISION IS TO BE MADE.	
	Work allocation	PICK THE RIGHT PERSON FOR THE JOB. IF NEEDED, BRING IN A SPECIALIST FOR A PARTICULAR PART OF THE JOB	

- Q6. 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	

Q11. 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

☐

Q12. Explain how providing feedback to team members can encourage and motivate team members – building trust and positive working relationships.

Answer

IF WORKERS FEEL APPRECIATED, THEY ARE MORE LIKELY TO STRIVE FOR BETTER RESULTS. WHEN ALL WORKERS ARE GIVEN GOOD, HONEST FEEDBACK, THE QUALITY OF WORK IMPROVES.

☐

Q13. 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
Signs	QUALITY OF WORK DROPS. WORK RATES FALL.
Solution via negotiation	AFTER AN HONEST NEGOTIATION, BOTH WORK RATE & QUALITY OF WORK CAN BE RESTORED

☐

Q14. 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	AN UNSAFE WORK ENVIRONMENT CAUSED BY UNATTENTIVE WORKERS
Referred to	SITE SAFETY OFFICER



Q15. Identify three (3) ways that the team leader can serve as a role model to, and motivate, the team.

Answer

DEMONSTRATE A HIGH STANDARD OF WORK ENCOURAGE ALL TEAM MEMBERS HELP & GIVE GUIDANCE TO TEAM MEMBERS WHO REQUIRE IT.



Q16. 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	BY BEING AN EXAMPLE OF HOW TO WORK.
With clients and customers	BY SPEAKING POSITIVELY TO ALL TEAM MEMBERS, CUSTOMERS & CLIENTS



Q17. 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
Vocal	GOOD FOR INSTRUCTING TEAM MEMBERS WHAT IS EXPECTED FROM THEM.
IN WRITING	EMAILS FROM MANAGEMENT & DESIGNERS USUALLY HAVE VERY SPECIFIC INFORMATION
MEETINGS	ENSURES THAT EVERYONE IS ON THE SAME PAGE & WORKING TOWARDS THE SAME GOAL



Q18. Identify two (2) ways that the team leader can maintain open communication with management.

Answer

REPORTING, BOTH GOOD & BAD.
BY HAVING MEETINGS WITH MANAGEMENT TO DISCUSS THE PROJECT



Q19. Identify two (2) issues, concerns and problems that may be raised by the team to management.

Answer

DEADLINES FOR WORK TO BE COMPLETED.
SAFETY ISSUES ASSOCIATED WITH THE JOB.



Q20. For the matters raised in Q19., identify how the team leader could ensure follow-up action is taken.

Answer

WORK WITH MANAGEMENT TO ENSURE THERE IS A REALISTIC TIMEFRAME.
PROVIDE WAYS & MEANS TO ELIMINATE SAFETY CONCERNS



Q21. Identify two (2) issues, concerns and problems related to the team that may be raised by management back to the team.

Answer

PERFORMANCE OF TASK, STANDARD OF WORK.
TIME MANAGEMENT

☐

Q22. For the matters raised in Q21. , identify how the team leader could ensure follow-up action is taken.

Answer

USE A CHECKLIST OF WHAT IS EXPECTED
FROM TEAM MEMBERS
HAVE A SET TIME LINE LAID OUT FOR THE
TEAM.

☐

Q23. Describe one (1) situation where the team leader may have to negotiate with management on behalf of the team.

Answer

WHEN THE TEAM MEMBERS FEEL THAT
MANAGEMENT HAS UNREALISTIC
EXPECTATIONS.

☐

