

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	Lorna Merrick
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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.

BSBLDR403 LEAD TEAM EFFECTIVENESS

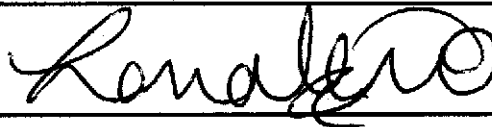
THEORY EXAM INSTRUCTIONS

- 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

Lorna Merrick

Participant signature



Date

Click here to enter a date. 22-11-2020

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

- 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	WHS		
Goals and objectives	* Identify strategies * Address barriers/challenges * Speak with employer/colleagues * timeframes		
Team members	Role	Description	Responsibilities
	1	Resource Investigator	Determine & secure the resources needed for a particular project
	2	Co-ordinator	Focuses on the team objectives, delegates. Work to team members
	3	Completer-Finisher	Used at the end of the task to undertake quality control check
Progress monitoring	Meetings Taking notes.		

- 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	Make the work more meaningful & improves morale, self-esteem & outcomes.	
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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	Rewards Inspire them to remain focussed.	
	Decision making	Actively list to team member concerns Provide regular feedback to team members.	
	Work allocation	Identify professional development needs. Of team members, provide encouragement.	

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	

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

Answer

* Agreed goals

* Roles & responsibilities of each of the team members.



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

Answer

* The skills & experience that each team member can contribute to the team

* Group dynamics.



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

Answer

Brings a new mindset / new way to the workplace.

- * creating a new product.



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

Answer

Brain storming sessions
meetings



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

They will be inspired to keep working towards their goals, remain focussed, energetic and cohesive in their actions.



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	Disrespect within team.
Solution via negotiation	Review and amend work plan. one on one discussions efforts to build team spirit, trust, co-operation.



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	Bullying in the work place. - Some one upset. - Someone work not to standard.	
	Referred to	relevant persons as referred. (management)	

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

Answer	encourage. assist support.	☐
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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	Overseer - checking & instructing work.	
	With clients and customers	Professional Image.	

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	☐
	Spoken	When doing a presentation	
	Actively listen	When Asking questions	
	Be Mindful.	Listening to presentation	

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

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

Answer	Require additional training to complete job. Under performane in a job Role.	☐
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Q20. For the matters raised in Q19. , identify how the team leader could ensure follow-up action is taken.

Answer	Provide guidance on what training is needed. guide to team/person to work as an more effective unit.	☐
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Q21. Identify two (2) issues, concerns and problems related to the team that may be raised by management back to the team.

Answer

under performance
not working effectively as a team



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

Answer

Negotiate the level of performance expected.



Q23. 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 that is expected is too high.

