

BSBLDR403 LEAD TEAM EFFECTIVENESS ASSESSMENT SUMMARY

The assessment activities for *BSBLDR403Lead 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	Jack Morris
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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 JACK MORRIS

Participant signature _____

Date 24/02/2020

Assessor name _____

Assessorsignature _____

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	To ensure that the team has its knowledge and understanding to achieve objective		
Goals and objectives	Goals need to be clearly understood so objective can be clearly met		
Team members	Role	Description	Responsibilities
	1	PLANTER	Brings new ideas and knowledge to the team
	2	COORDINATOR	Focusses on the team's job, and makes sure team members are doing their part
	3	Specialist	Has a vast amount of knowledge to a crucial area to the team
Progress monitoring	Making sure progress is made in the team helping gain self-satisfaction making the team more productive.		



- 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	Including the team make the work seem more meaningful, helps morale, gives better understanding and gives a sense of responsibility.	
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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	Goal setting help team members work together and gives a sense of meaning to the work.	
	Decision making	To keep team involved more thoroughly in work manager should not be consulted each time decision is made helping give workers a sense of independence	
	Work allocation	Making sure team member know job outcome and can self-allocate jobs.	

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 ☐

Make sure team members are encouraged and involved in job so they show more appreciation for the work enhancing production.

Utilising skills the team members already have can increase production as the skill set is already present, requiring less training.

Team members, who are working in areas where their strengths are present, can increase and aid the team with problem solving and additional ideas and information.

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

Answer ☐

Delegation of responsibilities can increase productivity and team rapport when work is allocated based on team members skills and abilities.

Ensuring all responsibilities are evenly distributed within the team will alleviate the possibility of resentment towards other members.

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

Answer ☐

Innovation in the workplace brings new ideas and strategy's which can in time speed up production.

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

Answer ☐

Encouraging team members helps bring more meaning to work, raise morale and make team members take more responsibility for their work.

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

Team members that receive feedback feel more valued, inspired which helps keep them more motivated to work towards further goals.

☐

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	Deadlines not being met, team members not themselves.
Solution via negotiation	Counselling, one on one discussions, closer management to ensure deadlines are met.

☐

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	Disrespect within team.
Referred to	Counselling offered externally.

☐

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

Answer

Team leaders must model the behaviour expected by doing things such as listening, consultee approaches and giving feedback.

☐

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	Providing the right information and guidance to complete day to day operations.
With clients and customers	By ensuring your own contribution as a team leader you will enhance the organisations image by eliminating things such as miscommunication between both parties.

☐

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
Effective communication	Providing regular feedback
Recognising needs of team members	Giving professional development
Setting goals and motivation	Provide encouragement

☐

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

Answer

The manager can maintain communication with team leader by overseeing the work and engaging with team members themselves.

☐

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

Answer

Additional training required to provide team members have sufficient skills and training to adequately complete their tasks as required by management.

Unresolved issues, concerns and problems within the team or personally which may cause resentment between co workers. .

☐

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

Answer

Maintaining open communication with management at all times, ensuring all information is handled sensitively, honestly and accurately.
Ensuring a date is set for rectification of issues. Weekly meetings, and updates to be requested by management from the team leader, this information is to be readily passed onto team members.
Face to face meetings, email and teleconferencing maybe used to ensure follow up action is taken and progress continues. .

☐

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

Answer

Team needs training to do their job and needs to know what level they're to achieve

☐

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

Answer

Provide guidance on type of training needed and negotiate 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

On what type of performance is expected

☐

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 _____

Participant signature _____

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

Assessor name _____

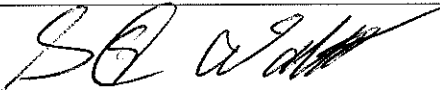
Assessor signature _____

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

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

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:	Jack Morris	
Name of observer:	Slade Walters	
Role of observer (Confirm suitability to sign)		
Email address of observer	slade.walters@stroudhomes.com.au	
Signature of observer:		
Date:	24/02/2020	
When completing the task, did the participant:	Tick if satisfactorily completed. Provide comments if left unticked.	
	1st Occasion	2nd 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