

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	Rebecca Campbell
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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

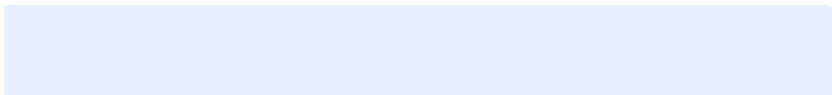
Assessor Name	
Assessor Signature	
Unit Competence Determination Date	Click here to enter a date.

BSBLDR403 LEAD TEAM EFFECTIVENESS

THEORY EXAM INSTRUCTIONS

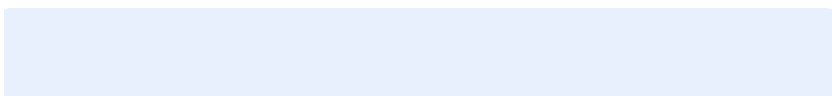
- This exam will occur under standard assessment conditions.
 - An oral examination may be allowed under certain circumstances, whereby the Participant's answers will be documented by a party other than the Participant. This must be acknowledged in writing (e.g. FT001 and Assessor Comments)
- Participants 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 Rebecca Campbell

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)	
		Satisfactory	Not Yet Satisfactory
		☐	☐
23			

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	Special Project to be drafted and quoted for a client		
Goals and objectives	To provide pricing and plans to put together a proposal for a prospective client		
Team members	Role	Description	Responsibilities
	1	Team Leader	To complete the proposal and ensure each department can produce the information on time
	2	Senior Draftsperson	To ensure their team meet the required timeframe to produce the plans for the project
	3	Senior Estimator	To ensure their team meet the required timeframe to produce the costings and estimates for the project
Progress monitoring	Regular team meetings to discuss the clients desired outcome, progress, and any delays that may be occurring. Emails between all parties are also an effective form of monitoring the progress in between meetings.		

☐

- 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	Brainstorming ideas from all members of the team will bring new ideas to the table. If there may be delays in reaching the required timeframes, these can be discussed and overcome as a group. The team members will gain more job satisfaction by being heard and actively involved.	☐
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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	Hold a meeting to discuss Make sure the timeframes for the end goal are realistic and ask for input from the team members	☐
	Decision making	Hold meetings Hold brainstorming sessions	
	Work allocation	Ensure work is delegated fairly Ensure work being allocated is given to those with the right knowledge and skill	

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 ☐

Improve processes and procedures
Work can be delegated effectively based on the person's skill and knowledge

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

Answer ☐

To ensure there are no clashes of personality
To ensure the responsibilities are given to the correct person based on their skills and experience

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

Answer ☐

Better and more effective solutions to meet requirements

Introducing online meetings between team members if they are not located in the once place, saves time and increases productivity rather than travel to a meeting place.

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

Answer ☐

It creates a team spirit and shows team members that they are valued. The work output should be greater when working together rather than alone.

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

It shows that they are valued. Valued members are inspired to continue working towards their goals. They also remain focused and energetic.

☐

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	Tasks not being completed on time
Solution via negotiation	Hold a meeting with all members to let them know the timeframes are not being met. Ask them why they think this is – is the timeframe unrealistic, is further training required. Consult with management on the issue and possible solution.

☐

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	Disrespecting behaviour from one team member to others	
	Referred to	Counselling can be offered to assist this team member in recognising their behaviour is disrespectful and not acceptable.	

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

Answer	Listen to team members concerns and ideas Provide regular feedback to the team members Be encouraging	☐
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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	Being a positive team leader makes for a positive work environment and happy staff. They are showing other staff how to act and work, and the team will continue to be positive and focused, increasing the output of work..	
	With clients and customers	Ensuring staff are happy, motivated and willing to go the extra mile will provide positive feedback and return 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	☐
	Email	Everyday communication, small instructions and requests	
	Meetings	Regular meetings allow staff to put forward ideas and suggestions for improvement.	
	Face to Face Visit	An casual, informal conversation with employees will allow the team leader to determine if there are any issues, how they are feeling etc	

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

Answer	Hold meetings Provide regular and accurate reporting	☐
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Q19. Identify two (2) issues, concerns and problems that may be raised by the team to management.

Answer	The team may require additional time to complete tasks. The team may require additional training to complete tasks.	☐
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Q20. For the matters raised in Q19. , identify how the team leader could ensure follow-up action is taken.

Answer	Arrange a meeting with management to discuss the issues and produce a plan and timeframe to assist the team.	☐
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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

Underperformance – team members may not be working effectively or in a timely manner to achieve tasks
Poor teamwork – team members being unable to work together

☐

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

Answer

Hold a team meeting to discuss the concerns (without pointing at any particular team member).
Depending on the seriousness, hold a one on one discussion with the team members.

☐

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

Answer

The timeframe allocated to a team member to complete set tasks may not be reasonable.

☐

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:		
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