

BSBWOR502

LEAD AND MANAGE TEAM EFFECTIVENESS

PRACTICAL ASSESSMENT INSTRUCTIONS

- The following practical assessment will require the participant to complete work related activities.
- Observations will be conducted 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.
 - Your 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 another task of equal value.
 - Alternate tasks must be fully documented by the assessor.

Participant name Jack Clarke

Participant signature

J. Clarke

Assessor name _____

Assessor signature

Date _____

Number of tasks	Number of tasks completed	Satisfactory?	
		Yes	No
1	1	☒	☐

ASSESSOR COMMENTS

BSBWOR502

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Practical Task 1		
Description of task: A suitable observer is to verify the participant's ability to lead teams in the workplace and to actively engage with the management of the organisation.		
These tasks may be simulated or real. 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. 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: Project documentation, Office equipment and resources.		
Assessment of task		
Name of participant:	Jack Clarke	
Name of observer:	Brian Dencher	
Role of observer (Confirm suitability to sign)	Current Project manager	
Email address of observer	Brian.Dencher@programmed.com.au	
Signature of observer:		
Date:	25/05/2021	
When completing the task, did the participant:		Tick if satisfactorily completed. Provide comments if left unticked.
1 Establish team performance plan		
1.1A. Consult team members to establish a common understanding of team purpose, roles, responsibilities and accountabilities in accordance with organisational goals, plans and objectives.	☒	
1.1B. Develop performance plans to establish expected outcomes, outputs, key performance indicators (KPIs) and goals for work team.	☒	
1.1C. Support team members in meeting expected performance outcomes.	☒	
2 Develop and facilitate team cohesion		
1.2A. Develop strategies to ensure team members have input into planning, decision making and operational aspects of work team.	☒	
1.2B. Develop policies and procedures to ensure team members take responsibility for own work and assist others to undertake required roles and responsibilities.	☒	
1.2C. Provide feedback to team members to encourage, value and reward individual and team efforts and contributions.	☒	
1.2D. Develop processes to ensure that issues, concerns and problems identified by team members are recognised and addressed.	☒	

3 Facilitate teamwork		
1.3A.	Encourage team members and individuals to participate in and to take responsibility for team activities, including communication processes.	☒
1.3B.	Support the team in identifying and resolving work performance problems.	☒
1.3C.	Ensure own contribution to work team serves as a role model for others and enhances the organisation's image for all stakeholders.	☒
4 Liaise with stakeholders		
1.4A.	Establish and maintain open communication processes with all stakeholders.	☒
1.4B.	Communicate information from line manager/management to the team.	☒
1.4C.	Communicate unresolved issues, concerns and problems raised by team members and follow-up with line manager/management and other relevant stakeholders.	☒
1.4D.	Evaluate and take necessary corrective action regarding unresolved issues, concerns and problems raised by internal or external stakeholders.	☒
The participant's performance was: ☒ Satisfactory ☐ Not Satisfactory		

OBSERVER COMMENTS

Currently Jack and I have commenced a new project currently in the planning phase. This has included audits and electrical design which has involved leading a team of technicians in the field and liaising with the client. Jack has also held daily prestart meetings with the team to establish roles and goals. Jack also has written and delivered a toolbox about establishing performance criteria (KPIs) and goals for the team. This was on open form whereby all participating members were allowed input and to give feedback to establish new processes for the upcoming project.

To further support this Jack has been involved in leadership roles on previous projects for I have managed all of which have evidenced his understanding of this practical task.