

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	Gordon Pirret
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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 Gordon Pirret

Participant signature



Date

Click here to enter a date.

25/10/19

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	Building a timber frame house.			
	Goals and objectives	To build the frame in a safe, timely manner and to adhere to the plans and client			
	Team members	Role	Description	Responsibilities	
		1	Site supervisor	To liaise with the carpenters and client throughout the build. To ensure quality control. To make sure build is to specifications and plans. To ensure site is safe for workers.	
		2	Leading hand carpenter	To ensure build is compliant with standards and specifications. To ensure all team members have a role and are fulfilling their duties. To ensure site safety procedures are adhered to.	
3	Trade Assistant	To ensure site is clean and materials are readily available and stacked neatly for job progression. To follow all site safety procedures and adhere to ppe requirements.			
Progress monitoring	Team meetings every morning outlining daily targets and safety requirements				

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

Answer

☒	True
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☐

☐	False
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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	There are various reasons as to why team members should always be included in the planning process of a job. Involving team members allows to project to be innovative, ensuring that requirements are met through the application or improved solutions. Productivity is also key, as when team members are involved in the planning stages they have a fuller understanding of the job at hand, meaning that the process is streamlined.	☐
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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	Brainstorming session and a tool box meeting	☐
	Decision making	interviews and meetings	
	Work allocation	Site meeting and email	

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	☐
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False

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

Answer 1: Having an experienced Carpenter can benefit as they will have made mistakes previously and can teach others and apprentices their previous errors to save time on jobs.
2: Having a qualified tradesman can enhance a team also as they will be more familiar with correct work practices and can save valuable resources on potential re-works.



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

Answer 1: You need to be aware of peoples capabilities which can save time in the long run but also make everybody feel valued that they have a role to play.
2: You must also be aware of some peoples physical capabilities in that a job may be required to be performed in a tight space, so you would try and get a smaller person who may find that job easier than somebody who is taller.



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

Answer Innovation brings creativity to the workplace and gives employees the chance to be expressive, have a point of view and make them feel valued.

An innovative practice performed on a job I was on was to utilise a mechanical aid to lift roof trusses up onto a building via a crane. This allowed the job to be carried out more safely and was a major time saver as the crane could lift 6 trusses at a time.



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

Answer Because everybody pitching in and doing their bit can make the job go a lot faster. Clients will be happier and you will have a much more versatile work force who can potentially perform a number of duties as opposed to only one or two.



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	Giving feedback to team members is essential as it makes them feel valued and that they are actively contributing to the business. Seeing their own performance on a review sheet can make them empowered to do better and make the business more productive. It also opens up lines of communication with management making them more forthcoming with problems or trouble shooting ideas.	☐
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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	Same problem occurring on a regular basis, financial reports indicating that it is costing the business money, negative customer feedback reports.
	Solution via negotiation	A team meeting would be established and the matter resolved by identifying the problem area and delegating new tasks or changing roles to try and eradicate the problem

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	Poor behaviour within the team towards one individual, one team member looking withdrawn and underperforming
	Referred to	Matter referred to upper management and some potential counselling may be needed to help affected team member regain confidence and be more productive.

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

Answer	1: Lead by example! By grabbing a broom and proving that they can get their hands dirty too. 2: Assist in a task that they are doing showing a willingness to help and learn just like everybody else. 3: Speak up at tool box meeting personally highlighting team members performances to motivate them.	☐
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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	Workers will see that the leader cares about them meaning they will try harder and increase production making the company an attractive employment place for others.
	With clients and customers	Clients will see that having a good leader and productive staff will give them a good product meaning their own customers will be impressed returning for future business with them.

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	☐
	Mobile phone	Quick conversations to overcome menial or major issues on a daily basis. Generally a site based contact method or when you're on the road.	
	email	Daily or when a problem arises so it can be documented and rectified asap. Invaluable method of communication as it gives accountability.	
	Toolbox talk	Prior to a task beginning or at the end of the week for lessons learned or progress reporting.	

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

Answer	1: Being in regular contact can establish a trust between both parties 2: Keeping management up to date with progress reports will make for open communication.	☐
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Q19. Identify two (2) issues, concerns and problems that may be raised by the team to management.

Answer	1: pay disputes 2: safety concerns	☐
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Q20. For the matters raised in Q19. , identify how the team leader could ensure follow-up action is taken.

Answer	1: the team leader could ensure a payroll form is filled out and dated properly and ensure that management deal with the request promptly. 2: The team leader can arrange for a meeting between all concerned to give workers the opportunity to raise their questions personally.	☐
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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 1: Poor timekeeping
2: Poor productivity



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

Answer 1: The team leader could identify who was having some timekeeping issues and have a meeting with the individual or others to try and come to a solution that helps everyone.
2: The team leader could hold a staff meeting to highlight that management have raised this as a problem and have an open forum on how best to rectify the problem as it may even help the business longterm.



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

Answer The team may feel that they are not getting a long enough break so may look to the team leader to raise the point with management. This could in turn lead to more productivity and also staff morale levels if they have a successful outcome.



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 Gordon Pirret

Participant signature 

Date Click here to enter a date. 25/10/19

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:	Gordon Pirret		
Name of observer:	Rob Beattie		
Role of observer (Confirm suitability to sign)	Company Director		
Email address of observer	rob.a.beattie@hotmail.com		
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.		
	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

The first job I observed Gordon on was a project on Fiona street in bells creek which is a duplex build for a big client. There was a lot to this job as they were providing the client with a steel house frame, delivered and installed plus a shaftliner party wall in between. There were a lot of elements for Gordon to consider from the logistics of getting the lower wall frames and joists to site to setting up a date for a building inspection to achieve a building completion certificate and form 16. He took on all aspects of the job; sourcing the carpenters, setting up an initial site meeting with the client and firewall certifier, engaging the drafting team and management in a schedule of works, overseeing the initial set out of wall frames, liasing with scaffolding contactor for edge protection requirements, constant and consistent QA process, intermediate QA check on shaftliner wall with approved boral representative, organising and executing crane lifts for upper wall frames and trusses, site meeting with carpenters reminding them of OHS requirements on site and tie down procedures for trusses and wall frames, organising structural inspection of frame stage to achieve form 16, site walk through with client to ensure drawings had been adhered. The job at this stage is still on going but from what I have witnessed Gordon has taken it all in his stride and is achieving the goals he has set out initially over two weeks ago and is on track to complete the job early.

The second job I observed Gordon on was again a job for a big client at Maundrell terrace in Chermside. His company manufactured, supplied and installed a house frame for a double story home in a very challenging location. The job is located on a very busy street, no room to store materials and has high voltage power lines running past the full length of the proposed build. Gordon had to engage at an early stage with the client to ensure time frames would be adhered to and organise traffic control along with the delivery of materials (bearing in mind load restrictions between 6 and 10 am), along with keeping his team of carpenters busy. He has executed this job very well also given the safety restrictions of using a crane beside live power lines. Gordon utilised the same process of the above job by engaging with the design team and management early to inform them of expectant time frames and delivery dates for their logistics team. He again sourced the carpenters and made sure that they followed both their own and the clients architectural drawings and adhered to a thorough QA process throughout the job. He stayed in consistent contact via email and mobile phone to go over some small problems like not having enough series 500 screws on site. He also picked up an issue with their own drawings in that they hadn't fabricated an external wall frame which could have been a very costly error

for his company had he not seen it. They were able to fabricate a frame and deliver it to site in a timely manner due to the QA process he has used on site and more importantly without the clients knowledge. Gordon again had to contact and arrange for edge protection and hang on scaffolding to be used as his carpenters would be working at height and was adhering to both his own companies and their clients OHS requirements. Gordon also rewarded the carpenters onsite with some of high vis shirts and a box of beers for their efforts which went down extremely well and them feel like they were part of the team. Gordon I now believe is running social media pages which is great for getting his companies brand out there enhancing their image to potential clients.

15/10/19 Proposed schedule for Maundrell terrace

16/10/19 - Book crane lift for 6:30am / Traffic control
AM - crane to unload lower wall frames onto slab
- stand and plumb all lower wall frames
- Fix lower wall frames throughout job

PM - Deliver floor joists / unload with high arb to front of property.

17/10/19 AM - crane / Traffic control at 6:30am
- lift all lower wall floor joists onto lower wall frames.
- carpenters to install all floor joists by 13:00
- Scaffold edge protection to be installed
PM - crane lift sub flooring onto floor joists

18/10/19 - Sub flooring to be laid / glued and screwed off

21/10/19 - Book crane and traffic control for 6:30am
- Delivery of upper wall frames to be unloaded onto sub floor
- all wall frames to be stood, plumbed and fixed off.

22/10/19 AM - All trusses to be delivered @ 6:00am
- crane and Traffic control to be in place for 6:30
- lift up trusses onto upper wall frames
- Trusses and trimmers to be fitted off and tied down

PM - ceiling battens to be fitted to trusses on upper floor

15/10/19

Maudrell Terrace

Site notes

7:00am

- * Meet Jason from CMA onsite to discuss delivery schedule and logistics as site is a nightmare

* Hazards *

- overhead powerlines
- sloping land to east
- very busy road to south entrance of dwelling
- No room to really store materials

8:00am

- * Meet Bailey from RBS Carpentry and his offsider Ghandi to discuss delivery schedule and check slab.
- * Preliminary QA check of site and plans to ensure wastes etc are in correct spot.
- * Help carpenters flick out lines and ensure 90mm load bearing frames are taken into consideration on south elevation and east elevation.
- * Call Gorja at Steelcraft to ensure first wall frame delivery is 16/10/19 at 5:30am due to load restrictions.
- * Call KOS traffic control to arrange two lolly men onsite for delivery for approx 1 hour.
- * Call Courtney from Star Scaffolding to arrange edge protection for upper floor and wall install
- * Call Energeer about potential for power outage due to crane lifts.
- * Call Mark from Cross cranes to enquire about lifts for job / sub flooring / wall frames and trusses. Let him know schedule and also arrange traffic control for these lifts too
- * Have meeting with Brad at office to let him know proposed work schedule and costing due to logistics of off loading gear to site

17/10/19

Fiona street Plan + Site notes

- * 6:30 meeting with Jim from CMA, Myself, Shayne (Carpenter) Steve from Boral on the 17/10/19
- * 7:30 meeting with Shayne from Boyd built and team introduction to go over proposed work schedule
- * Must get to know his team and each individuals capabilities to ensure smooth running of job and also to go over health and safety requirements of us and client.
- * Go over site layout and check diagonals of slab (slab approx 20mm to small) no allowance for gap in shaft liner wall. Need to tease north and south elevations 10mm to 15mm out over slab edge and pare outside concrete.
- * Delegate first few daily tasks to carpenters on site and arrange for flooring and PC flooring to be delivered. (units 1/2 Tower wall frames and joists already on site)
- * Call Courtney from Star Scaffold to arrange edge protection around build once floor joists completed
- * Call Travis from Bretts to get delivery dates for flooring / fixings and adhesive.
- * Call Bruno at Steelcraft for 3d plans to see layout of main structural walls and structural steel set up.
- * speak to Brad and back up conversation with email about proposed workscope and schedule

Preliminary schedule

- 17/10/19 - Site measure of Diagonals
- Set out lower wall frames on units 1 and 2
 - flick lines and get two of Shaynes guys to lift frames to locations
 - set out first run of shaftliner wall and fix studs/M brackets to slab
 - Housekeeping at end of shift
- 18 to 20/10/19 - Stand/plumb and fix all lower wall frames ensuring 75mm M12 bolts are screwed on exterior walls and k/bracing walls
- 60mm dynabolts to be used on internal walls
 - QA check everything and keep boys updated with any changes
- 20 to 22/10/19 - Floor joists and divider noggin on units 1 and 2
- All sub flooring fitted glued and Fc sheets located to wet areas fitted and screwed to 150 centres
- 22 to 25/10/19 - continue Shaft liner wall
- flick lines and set out for upper wall panels.
 - crane lifts for upper wall panels on units 1 and 2.
 - stand, fix and plumb upper wall panels.
 - Ensure k braced load bearing walls are fixed with 4 L65mm screws into joists at 450 c/s.