

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	Micheal Dawkins
------------------	-----------------

Task	Assessment Results	
Theory Exam	☐ Satisfactory	☐ Not Yet Satisfactory
Practical Assessment	☐ Satisfactory	☐ Not Yet Satisfactory
Outcome for Unit of Competency	☐ Competent	☐ Not Yet Competent

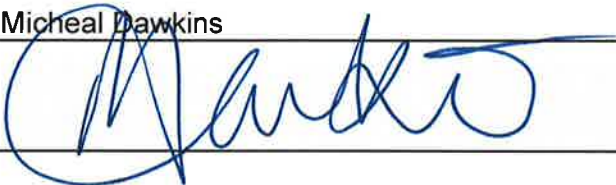
Assessor Name	
Assessor Signature	
Unit Competence Determination Date	Click here to enter a date.

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 Micheal Dawkins

Participant signature 

Date 26/06/2020

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	To complete the project		
Goals and objectives	Safety, effectively & to the schedule		
Team members	Role	Description	Responsibilities
	1	Manager	Liaise with clients and deliver information to the team to help with the running of the project
	2	Engineer	Help with the construction of the project and to work closely with the supervisors onsite
	3	Health & Safety Rep	Ensure everyone is following the Health & Safety standards
Progress monitoring	Weekly meetings/ Site visits		

☐

- 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	To share ideas, everyone sees things differently and might be able to help other team members with their different point of view and it helps to bring everyone together to collaborate ideas in discussions.	☐
--------	---	--------------------------

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	Team meeting & Task Allocation	
	Decision making	Group Discussion & Feedback Sessions	
	Work allocation	Using a person's strengths and applying them to that job & Manage team & individual performance to ensure work is being achieved	

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 These skills can enhance the team's practice in many ways they can help provide a different approach on methods that can be used and team members who have worked in different fields have a different skill set. Members who are new to the work force will be able to apply new ideas/methods that have been brought into factor with current changes.



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

Answer Improves morale, self-esteem and outcomes & Team members take more responsibility for their individual work



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

Answer New Ideas, New Procedures
Proving new outcomes, and enabling growth



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

Answer Encouraging your team members that it is okay to ask for help I believe will also encourage them to help assist their peers more when they can see they are struggling with a task. When being helped from your co-workers makes you feel more of a team and more likely to return the favour in the future.



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	Encouraging the team and rewarding both team and individual efforts shows that the team and its members are valued. A valued team will be inspired to keep working towards its goals – as well as remain focussed & energetic. Performance reviews Create a open forum for communication both positive & negative	☐
---------------	--	--------------------------

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	Underperforming	
	Solution via negotiation	Reviewing their work load	



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	Reckless and erratic Change in behaviour
Referred to	First taken to the Project manager if unresolved taken to the Operations manager or HR

☐

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

Answer

Having a Positive attitude
Offering support & encouragement / open to feedback
Making time for employees to understand their strengths and weakness and help them improve

☐

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	Good Leadership skills
With clients and customers	Giving praise to the whole team for their work and efforts

☐

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
Face to Face	Group Meetings
Written	Emails of congrats for milestone completions
Non Verbal	Body Language (handshakes High fives Ect)

☐

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

Answer

Ensuring that everyone has the same goal in mind.
Performance Reviews – Feedback on performance

☐

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

Answer

Lack of communication
Lack of productivity

☐

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

Answer

Ask the team or person how they are coping with the workload and try to understand why their productivity is lacking might be too much work for them to handle or could be something personal
Changing the communication methods opening reminding the team that their opinions do matter and welcoming any questions they might arise.

☐


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

Answer

Lack of productivity
Conflict

☐

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

Answer

Group Discussions, Mediation, Performance reviews.

☐

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

Answer

Remuneration Entitlements

☐

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 Micheal Dawkins

Participant signature _____

Date 26/06/2020

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:	Micheal Dawkins		
Name of observer:	Kel Watts		
Role of observer (Confirm suitability to sign)	Project Manager		
Email address of observer	Kel.watts@mcilwain.com		
Signature of observer:			
Date:	26/06/2020		
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