

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	UAA Darshika
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Theory Exam	☐ Satisfactory	☐ Not Yet Satisfactory
Practical Assessment	☐ Satisfactory	☐ Not Yet Satisfactory
	☐ Competent	☐ Not Yet Competent

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

BSBLDR403 LEAD TEAM EFFECTIVENESS

THEORY EXAM INSTRUCTIONS

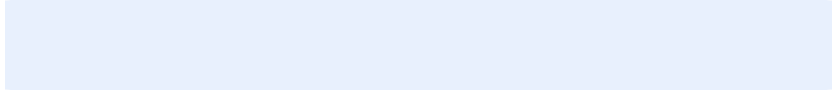
- This exam will occur under standard assessment conditions.
 - An oral examination may be allowed under certain circumstances, whereby the Participant's answers will be documented by a party other than the Participant. This must be acknowledged in writing (e.g. FT001 and Assessor Comments)
- Participants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

Participant signature Darshika

Date 31/12/2020

Assessor name Myles Walder

Assessor signature 

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

Number of questions	Number of questions answered correctly	Task outcome (Tick)	
23		Satisfactor y	Not Yet Satisfactor y
		☐	☐

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	Construction project team - Planning, coordination, budgeting and supervision of the construction project.		
Goals and objectives	A. Recognize business requirements B. Define necessary costs, schedule, list of deliverables, and delivery dates C. Establish resources needed D. Deliver project in given time framework		
Team members	Role	Description	Responsibilities
	Construction project manager	Construction project managers oversee all aspects of the building process.	A. Working closely with engineers and architects to develop plans, establish timetables, and determine labor and material costs. B. Ensuring the project is completed on budget and within scope. C. Hire and manage subcontractors and employees D. Gather permits E. Project planning F. Distributing resources G. Time management H. Risk management I. Creating benchmarks J. Managing the budget K. Managing staff L. Managing relationships with key stakeholders.
	Subcontractor	Subcontractors work on a contractual basis and they often specialize in one specific area of construction.	A. Estimate the Cost of Work B. Carry out the work with no or minimal supervision. C. Subcontractor to hire and pay, team of workers and deal with any employment issues for these workers. D. Keep an accurate record of all workers under his control.



	Estimator	An estimator provides an estimate for the project. The estimate outlines details of the costs.	A. Analyze drawings and specifications. B. Understand contractual terms and conditions. C. Assemble accurate and well organized estimates and proposals in a timely manner for Stipulated Price, Design. D. Provide clear detailed quantity take offs. E. Organize sub-contractors quotations, negotiate to insure quotes meet contract documents and issue proper documented purchase orders. F. Complete Budgeting and Scheduling for projects and track same. Monitor progress, requisition change orders and identify any potential risks. G. Maintain relationships with sub-contractors and clients. H. Work with and deal with concerns of field personnel. I. Provide and maintain unit pricing and database for material and labour costing. J. Formulate cost break down from estimates and for project progress.
Progress monitoring	Use project tools like an online Gantt chart and dashboard to make measuring progress.		

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

Answer

X ☐	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		A	Leaders who let the team function without much interference
2	Democratic		B	Leaders who fully control their team
3	Laissiz-Faire		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

Involving the various skilled team members in the planning allows for improved practices, such as:

- Innovation – Application of better solutions to meet requirements
- Productivity – Improved output of work (e.g. through streamlining processes)

Team leaders should enhance the organisation's image within the work team, the organisation and with clients/customers.

☐

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	i. Set clear, identifiable and achievable goals ii. Monitor a team's progress towards the goal iii. Provide encouragement, promoting creative and innovating approaches to problem-solving
Decision making	i. Provide opportunities for input of team members into decision making. ii. The team should involve all members in the decision-making process and once they are working well together as a unit, the team leader may even be able to roll back their position within the team.
Work allocation	i. Responsibility Charting - right work to the right team member ii. Allocate tasks evenly amongst team members

☐

Q6. True or False (Tick your response): Diverse teams produce more creative results than teams in which members are from a similar background.

Answer

X ☐	True
☐	False

☐

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

Answer

- i. It helps to get easiness of decision making and to get the most best outcome from team members
- ii. It enhances creativity due to having members of diverse skills.



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

Answer

- i. Try to allocate work according to skills and abilities to get the most out of team members
- ii. Ensure that work is fairly delegated to avoid resentment between group members



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

Answer

Planter - Introduces new ideas and brings innovation to the team



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

Answer

It is the role of the team leader to support team members in meeting expected outcomes. This can be through various ways, including:

- Encouraging team member involvement
- Providing feedback to the team
- Recognising and addressing team issues and problems
- Modelling expected behaviours
- Liaising with management
- Ensuring the team has sufficient resources to carry out the duties expected of them



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
X ☐	Makes the work more meaningful
X ☐	Improves self-esteem of team members
X ☐	Improves team morale
X ☐	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

Effective businesses encourage the development of positive relationships. Respect and trust amongst co-workers and between supervisors and staff leads to greater. Set clear and measurable goals for your individual staff members. Develop performance plans for the work team. Provide feedback to team members to encourage, value and reward. Individuals motivated, interested and productive. For their team members, team leader can be open and honest in thoughts and actions

☐

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	Underperformance - • Low motivation or unengaged. • Their standard of work drops. • Absenteeism or persistently being late.
Solution via negotiation	The team leader may need to guide the team to enable it to work as more effective unit. Alternatively, the team leader may be required to negotiate the level of performance expected, if too high. • Review and amend work plan • Closer management to ensure that deadlines are met • Invite individuals to self-examine behaviour • Focus on the problem, rather than the person • Suggest positive solutions without using loaded and emotional language

☐

	• Listen with empathy and without judging • Illustrate points with examples
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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	i. You aren't included in conversations ii. Your time isn't valued iii. Your ideas are stolen iv. You're ignored
Referred to	Counsellor

☐

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

Answer

i. a mentor ii. an advisor iii. team member themselves.

☐

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	• Information should be handled sensitively, honestly and accurately
With clients and customers	• Spoken communication should be clear, concise, concrete, correct, coherent, complete and courteous

☐

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
Open communication	Asking the team for ideas to improve the way you work.
Actively listen	is a way to demonstrate that you are listening to your people, by responding to them at the right time and prompting them properly during your conversation.
Body Language	Your body language will pass your message faster and better. Master the art of using body language when communicating with your team. Stand/sit up straight, use smiles, handshakes and eye contact.



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

Answer

- i. Having meeting with management, delivering regular reports.
- ii. Both good and bad news must be reported – problems will not be avoided by only reporting good news



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

Answer

- i. If the team requires additional training to complete their job.
- ii. Being understaffed



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

Answer

- i. The team leader may provide guidance on the type of training needed to management. Then follow until management provides opportunities for required ways of professional development.
- ii. Prioritise - Team leader assist management to develop a plan of action to adequately prepare and organise staff for the workload becomes even more important during busy, short-staffed days.



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

Answer

i. Underperformance may be flagged by management.
ii. Absence of team identity - Members may not feel mutually accountable to one another for the team's objectives. There may be a lack of commitment and effort, conflict between team goals and members' personal goals, or poor collaboration.



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

Answer

i. As per management instructions, the team leader may be required to negotiate the level of performance expected with team members. The team leader needs to guide the team to enable it to work as a more effective unit.
ii. - Give people an opportunity to become familiar with each other's work styles.
- Encourage the team to develop its own work procedures instead of allowing people to use the approaches of their respective functional groups.



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

Answer

level of performance - If the management expects from the team a required level of performance that is too high, the team leader may have to negotiate with management on behalf of the team.



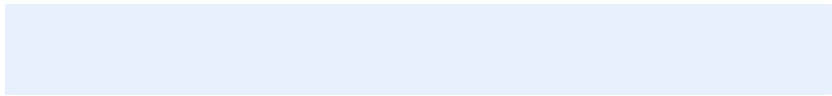
BSBLDR403

LEAD TEAM EFFECTIVENESS

PRACTICAL ASSESSMENT INSTRUCTIONS

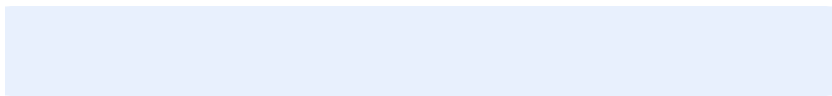
- The following practical assessment will require the Participant to complete work related activities.
- The Assessor will conduct observations of the Participant's work to determine whether they display sufficient practical skills and knowledge.
- Please fill in the details below – providing your name, 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 UAA Darshika

Participant signature 

Date 31/12/2020

Assessor name Myles Walder

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
Empty space for observer comments