

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	Honor Cochrane
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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	

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 Honor Cochrane

Participant signature

Honor Cochrane

Date 21/01/2021

Assessor name

Assessor signature

Date

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

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	Update the company SWMS		
Goals and objectives	* Check that current SWMS are correct and up to date with relevant rules and regulations. * Create new SWMS to cover new policies and procedures. *Distribute to employees and clients		
Team members	Role	Description	Responsibilities
	1	Coordinator	*Delegates work to team. *Outlines how it will need to be completed. *Provides a timeline for completion.
	2	Implementor	*Takes notes from coordinator. *Creates a draft copy of documents for approval. *Implements changes provided by specialist.
	3	Specialist	*Provides new info needed to create the SWMS *Provides guidance to other team members and how to develop new and current documents
Progress monitoring	*create and follow a timeline with coordinator – small goals set at intervals to monitor progress and quality of work * have follow up meeting at halfway point to check progress, provide feedback etc.		

☐

- 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	INCLUDING TEAM MEMBERS IN THE PLANNING PROCESS ALLOWS FOR THEM TO FEEL VALUED, PROVIDES AN OPPORTUNITY FOR STRENGTHS TO BE IDENTIFIED, GIVES EVERYONE AN OPPORTUNITY TO BE 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	*BRAIN STORMING SESSION – Encourages all team members to get involved and share ideas *EMAIL TEAM FOR IDEAS – collect ideas to bring to a team meeting	☐
	Decision making	*emails – provide options to team to come to best decision as a whole *team meeting – discuss options, allow for discussions and feedback	
	Work allocation	*Team Meetings – opportunity to discuss strengths weaknesses and where people might be best suited. Email – allow opportunity for team members to voice their preference	

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.Allows for innovation within the team, and provides an opportunity for better solutions to be found to meet the requirements of the task.

2.Increased productivity and improved work output of skilled team members



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

Answer 1.You need to make sure that responsibilities are aligned with team members strengths are completed correctly and effectively.

2. correctly delegating responsibilities sets the team and the team members up for success



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

Answer Innovation allows for the opportunity to have better solutions found and implemented and in return better results achieved by the team.

An example of innovative practice might be finding a program or app that streamlines a current procedure from paper based to being able to be completed on your phone or computer reducing the amount of time spent processing paper work.



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

Answer *encourages more meaningful work.

* improves the self esteem of team members and team morale.

*helps team member to understand each other and the team's goals better

Encourages team member to take more responsibility for their own work within the team.



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	*Feedback keeps the team clear on its goals and objectives * it helps to show if the organisation is supportive of the team and its goals * provides the team an opportunity to voice their own concerns/positive feedback – are they still happy with their role/progress/leadership etc *helps the team to feel valued and motivated to stay focused/on track.	☐
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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	ISSUE: team member not pulling their weight *negativity within the team or between team members * tasks are not being completed on time	
	Solution via negotiation	*one on one discussion with team member not meeting expectations *team building exercises to help build relationships and team morale *re-evaluate responsibilities or allocated tasks *provide feedback and offer more support	

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	ISSUE: BULLYING *Hostility between team members *team members not involving themselves/retreating *goals not being met by team members	
	Referred to	 *upper management/HR *outside counselling	

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

Answer	*be an active member of the team, setting an example to the rest of the team * act as an advisor and be available for support *mentor team members who may be on the team for the first time/learning new skills etc.	☐
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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	A more unified work environment for the team
With clients and customers	Increased productivity and better outcomes

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	*providing feedback on progress or work quality and receiving feedback from team member on how they are feeling within the team. *useful in helping identify if any professional development needed	
	Email	*provide encouragement/praise/general feedback to the team or individuals *keep team up to date on timelines and goals	
	Meeting	*overall communication to the whole team, re: goals, outcomes, timelines. *opportunity to share ideas/knowledge	

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

Answer		
	*Continual updates of progress to the team during the project *Feedback about the team members progress/contributions	

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

Answer		
	*team members not feeling valued or respected. *team members not pulling their weight within the team, resulting in delays or stopped progress of the project.	

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

Answer		
	*have meetings with the team and management *follow up with emails outlining the plan moving forward *redistribute tasks among the team if needed. * ask how they can be better supported.	

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

Answer

- *timelines not being met.
- *outcomes are not satisfactory.

☐

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

Answer

- *have a meeting with the team or individuals not performing.
- *reassess goals and requirements, outlining new expectations of management/client
- *provide more frequent updates to management
- *offer additional training

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

Answer

If the team feels underprepared or under qualified to complete the project.

- *team leader to talk to management about offering personal development opportunities to team members to help them be more effective.

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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 Honor Cochrane

Participant signature *Honor Cochrane*

Date 21/01/2021

Assessor name _____

Assessor signature _____

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:	Honor Cochrane	
Name of observer:	Rick Cottam	
Role of observer (Confirm suitability to sign)	Safety Manager	
Email address of observer	rick@hawking.com.au	
Signature of observer:	<i>Richard Cottam</i>	
Date:	21/01/2021	
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