

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	Sara Vaninetti
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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.

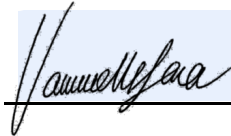
BSBLDR403 LEAD TEAM EFFECTIVENESS

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 Sara Vaninetti

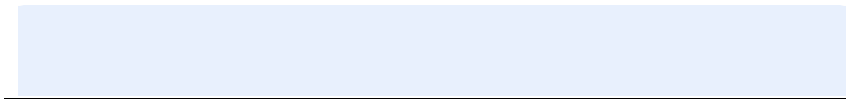
Participant signature



Date 22/02/2021

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	Project Team: Manage and Complete a new building		
Goals and objectives	Start and finish the project as per the program Respect the cost and profit allow it for this job Ensure standards and quality of material - installation		
Team members	Role	Description	Responsibilities
	1	Site manager	Make sure we have enough labour on site Quality check on site
	2	Logistic manager	Order, call forward and deliver enough material as needed
	3	Project assistant	Ensure that all the labours have access to documents to work on site such as drawings and inductions
Progress monitoring	Daily-Weekly communications, verbally or by email and Monthly meeting		

☐

- 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 ensure that a team has a good understanding of its purpose and how it will be achieved. Include all the team member will also improve the productivity of the work and the application of more ideas and solutions to the project.	☐
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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	Ask if members want to learn a new skill Ask them to suggest goals	☐
	Decision making	Asking all the team members to provide and share suggestions. Encouraging communications between members.	
	Work allocation	Allocate works according to skills and abilities of each member Ensure enough and proper resource in order to complete the tasks	

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 ☐

Innovation – application of better solutions to meet requirements.
For example, someone with better computer skills can suggest better and quicker solution in order to complete the task

Productivity – Increase output of works
For example, some that already have similar experiences in their background will be able to help the other team members and as result increase the output of work.

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

Answer ☐

To improve productivity allocating the responsibilities according to skills and abilities of each team members and to avoid conflicts/resentment between group members.

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

Answer ☐

Innovation can improve ideas and solutions to the workplace, for example someone with new computer skills could propose a quicker and better solution for the team goal, like suggest a online portal to share and edit documents between the members.

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

Answer ☐

Encouraging team members to assist each other and collaborate makes the work more meaningful and improves morale, self-esteem, and outcomes. Team members will also have a better understanding of each other tasks and the team's goals; plus, they will take more responsibility for their individual work in the team effort.

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 providing feedback to the team members shows that the team and its members are valued. Therefore, the team will be inspired to keep working harder as week as remain focussed, energetic, more comfortable and cohesive in its action.

☐

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
Solution via negotiation	Review and amend work plan

☐

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	Disrespect within the team	
	Referred to	Internal or External Counselling	

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

Answer	Effective Communication Recognising needs of team members Setting goals and motivating the team	☐
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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	Being a mentor of the team, encouraging and inspiring the team members to meet company goals and objectives	
	With clients and customers	Ensuring that the company members are valued, and they established a healthy company culture	

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	☐
	Meeting	To Monitor Achievements	
	Emails	Daily important information	
	Brainstorming session	To define a problem and find the best solutions	

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

Answer	Having meeting with management Delivering regular report with both good and bad news	☐
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Q19. Identify two (2) issues, concerns and problems that may be raised by the team to management.

Answer	1] Team Requires additional training to complete their task 2] Disrespect within the team	☐
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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] Providing guidance on the type of training needed. 2] Seek and advice for internal or external counselling.	☐
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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] Underperformance
2] Work and Safety Issue

☐

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

Answer

1] reviewing and amending the work plan.
2] Improving the training/ knowledge and method regarding the matter

☐

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

Answer

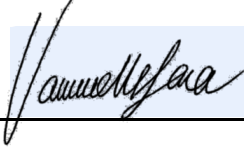
In Case the level of performance expected by the management it is too high

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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	Sara Vaninetti
Participant signature	
Date	22/02/2021
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:	Sara Vaninetti	
Name of observer:	Tara Gilson	
Role of observer (Confirm suitability to sign)	Senior Estimator	
Email address of observer	tgilson@pkflooring.com	
Signature of observer:		
Date:	22/02/2021	
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

Please do not hesitate to contact me if you would like to discuss Sara's performance further.

Tara Gilson
0407 968 283