

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	
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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 Emma Hannah

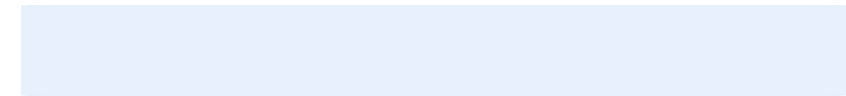
Participant signature



Date 11/05/2020

Assessor name

Assessor signature



Date [Click here to enter a 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	Projects Teams		
Goals and objectives	Team work plan and what is expected from each member		
Team members	Role	Description	Responsibilities
	1	Coordinator	Delegates work and oversees team goals
	2	Shaper	Provides drive to ensure team keeps moving and does not lose focus or momentum
	3	Resource Investigator	Secures resources needed for a project
Progress monitoring	Recognising and ensuring team members are on schedule as per timeline		

☐

- 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	Makes the work more meaningful and improves morale, self-esteem and outcomes. Team members better understand one another tasks and the team goals. Team members take more responsibility for their individual work in the team effort.	
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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	Provide opportunities for input of all team members into Planning. Provide feedback and encouragement	
	Decision making	Involve team members to improve productivity To not always consult a manager for all decisions	
	Work allocation	Encourage team members to take responsibility for their own work. To assist each other in required responsibilities	

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

Answer Other experienced professionals can provide guidance for further knowledge for other team members. ☐

To Ensure your own contribution serves as a role model for others to follow suit.

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

Answer To provide equal opportunity and growth ☐

To ensure a team member does not become discouraged

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

Answer It brings a new perspective of suggestion and positive solutions ☐

If a team member requires additional training, he/she can provide these opportunities.

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

Answer Let team members know they are valued and creates an atmosphere of trust and productivity ☐

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

Providing constructive feedback when needed in a supportive manner can boost self-esteem and can give them motivation to keep them focused or want to improve on the areas needed

☐

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	Poor workplace performance
Solution via negotiation	Actively listen to the team members concerns as a group discussion

☐

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, poor productivity	
	Referred to	Counselling offered internally or externally	

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

Answer	Ensure their own contribution to the workload. Offer the team support to identify and resolve problems Actively encourage team members to participate in and take responsibility for team activities and communication process.	☐
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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	To be an active mentor and team member themselves	
	With clients and customers	By being an active member of the work team and showing to be as serving to be a role model for team members	

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	☐
	Providing Feedback	For positive reinforcement	
	Spoken Communication	To communicate what they are up to in regards to a project	
	Innovation	Solutions for requirements	

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

Answer	Updating on day to day performances of team members	☐
	Regular meetings/reports of any concerns, problems that may arise	

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

Answer	If the team is having difficulties and cannot resolve matters internally	☐
	Request for more resources to complete their work more effectively.	

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

Answer	Have a team meeting with an open discussion ensure everyone is on the same page	☐
	To speak with management and negotiate more resources	

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

Answer

Under performance by the team

Additional training to complete their job requirements

☐

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

Answer

Team leader can guide the team further to enable it to work as a more effective unit. Alternatively, the team leader may be required to negotiate the level of performance expected.

☐

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

Answer

Funding to provide the team with bonus/activities for team building

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PRACTICAL ASSESSMENT INSTRUCTIONS

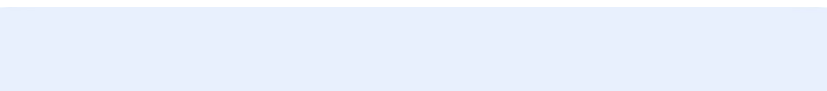
- The following practical assessment will require the Participant to complete work related activities.
- The Assessor will conduct observations of the Participant's work to determine whether they display sufficient practical skills and knowledge.
- Please fill in the details below – providing your name,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

Participant signature 

Date Click here to enter a date.

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

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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:

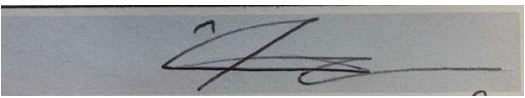
- Meeting minutes (e.g. subcontractor meeting, HSE committee meeting)

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:	Emma Hannah		
Name of observer:	Brad Welten		
Role of observer (Confirm suitability to sign)	Employer- Director		
Email address of observer	info@bradwellconstructions.com.au		
Signature of observer:			
Date:	11/05/2020		
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

Emma has shown great leadership skills.

Emma has shown her skills by; setting targets and goals, work allocation and liaison with respective consultants and trades. She is confident in doing so.

She had been open in our meetings to all members and any input they have to make our projects more productive, and also putting them into practice.

As I am Emma's employer, she consults with me when any issues arise.