

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	Rik Chetcuti
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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 Rik Chetcuti

Participant signature

R Chetcuti

Date 23/05/2020

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	The Estimating team's purpose is to ensure all work completed by the sales team and construction team correlates and to ensure as much work as possible is won and delivered to their clients.		
Goals and objectives	The estimating team's goal and objective is to link the work completed by the sales team to the construction team. They do this by ensuring the clients are charged accordingly to allow the construction team to manufacture the clients desired product within a budget. The goal is achieved when the appropriate pricing is supplied to the client, so that the product can be manufactured and the organisation generates the required income. It is a fine line between winning and losing the potential work, so it is crucial the pricing provided by the estimating team is competitive while also considering the cost to manufacture the desired goods.		
Team members	Role	Description	Responsibilities
	1	Estimating Manager	The estimating manager is responsible for the results of the estimating team and delivery of the organisations financial objectives. The above is the estimating managers main responsibility amongst many others.
	2	Sales Estimator	The sales estimator is responsible for supplying sales estimates to sales personal, these estimates are then passed on from the sales personal to potential clients.
	3	Production Estimator	The production estimator is responsible for producing Take offs and purchase orders that will be provided to trades and suppliers to ensure the work required is completed within the budget appointed by the sales estimator.



Progress monitoring	Progress of the estimating team will be monitored by the estimating manager; the success of the estimating team will be determined by the amount of sales achieved within a certain time frame (for example, a month, a quarter or a year). If the required amount of sales is not achieved then it will be the estimating team's responsibility to source more cost-effective options for potential clients.
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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		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

It is Important for team leaders to include team members in the planning process as the team members should be included in all decisions regarding the team, this makes team members feel included and respected amongst their colleagues. The team members input/help will allow the team leader to best understand all their team members and place the appropriate team member responsible for task best suited to each team member.

☐

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	1. Team leaders can involve team members when goal Setting by confirming with team member/s what they believe a reasonable goal would be, the S.M.A.R.T approach should be applied.

☐

	2. Team leaders can involve team members when goal Setting by having meetings, interviews, brainstorming sessions and exchanging emails.
Decision making	1. Team leaders can involve team members when decision making by allowing all team members to have an opinion/input on the decision to be made. 2. Team leaders can involve team members when decision making by having meetings, interviews, brainstorming sessions and exchanging emails.
Work allocation	1. Team leaders can involve team members when allocating work by confirming with each team member what task would be best suited to them, this ensures all team members are comfortable with the work they are to complete. 2. Team leaders can involve team members when allocating work by giving each team member their own individual task to help reach the same end goal, this ensures each team member is being as effective as possible.

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

Knowledge, Skills and Background of each team member can help increase the team's innovation, because the knowledge, skills and background of each member will mean they will have a different approach when coming up with new innovative ideas.

The knowledge, skills and background of each team member can help increase the team's productivity, because the knowledge, skills and background of each member will mean they will have different experiences in different fields meaning certain team members will be more productive than others at certain tasks, this will help the team leader to know what team member is best off completing certain task.

☐

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

Answer ☐ Responsibilities must be carefully delegated within a work team to ensure the responsibilities are delegated to team members capable of fulfilling the responsibilities. Each team member has their strengths and weaknesses, it is important to bring out the strengths of each team member, while improving their weaknesses additional responsibilities can help achieve this.

Responsibilities must also be carefully delegated within a work team to ensure the work load is fairly distributed amongst the team, this ensures all team members feel as if they are being treated equally. This will ensure team morale remains high.

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

Answer ☐ Innovation brings better solutions to meet requirements to a team or work place. An example of innovation is, if there is a persisting issue within a work place and a solution is found that is consider innovation. For example, if the clients are regularly requesting post contract changes, then a variation process would be implemented.

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

Answer ☐ It is important to encourage team members to assist with fellow team member roles as it can help improve productivity as each team member will have a better understanding of what their fellow employees' day to day task are. It also makes work more meaningful and improves morale, self-esteem and outcomes. If each member of a team is able to complete other team members tasks, if one team member has/needs to have time off their work can remain complete and update to date.

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 team members with constructive feedback is important as it will allow/help them complete their work at a higher standard. This could mean finishing earlier allowing other team members to start work earlier (More Time) or submitting a better product making it easier for other team members to work with. This would help build relations within the team and boost morale.



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	- Complaint to Management - Arriving to work Late - Extended and Un-warranted Breaks - Lack of Interest and Input in Group Meetings/Conversations - Un-related talks more often than normal
Solution via negotiation	Conduct a group meeting, isolate the issue and find how it has come to be and where it has come from. Come up with a solution with the team to resolve it.



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	- Arriving to work Late - Extended and Un-warranted Breaks - Lack of Interest and Input in Group Meetings/Conversations - Unusual behaviour and lack of interaction with fellow workers/team members		
Referred to	If you notice a team member struggling, I would talk to said person and fellow team members to gain an understanding of their problem. I would then suggest that the affected person speak to the appropriate 3rd party. For example, if a fellow team member is struggling with mental health issues, I would suggest they contact an appropriate organisation or their general practitioner.		

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

Answer	The team leader can serve as a role model by mentoring, advising and conducting themselves as a beneficial member of the work team, for a team to see the leader conducting themselves as per the above It would be very motivating as team leader would be leading by example.	☐
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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 team leader can improve their image amongst their team and organisation by leading by example. For example, If the team leader expects their team to arrive at work at a particular time, then the team leader would lead by example by arriving on time ready to work before the agreed start time.		
With clients and customers	A team leader can improve their image amongst the clients/customers by being honest and ensuring the clients receive what they are expecting. It is important the client understands the organisations process and remain updated as much as possible. This would help improve the Organisations and teams' image amongst their client base.		

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	A meeting would be ideal when the team leader or team member is needing to voice their concerns or offer constructive feedback/criticism.
Brainstorming Sessions	A Brainstorming Sessions would be ideal when the team is trying to come up with new Innovative ideas.
Email	A Email would be ideal when the team is needing to exchange general information or answer basic questions.

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

Answer ☐

A team leader can maintain open communication with management by having meetings with management and providing/delivering regular reports. It is important to note that Good and Bad news must be reported on when having meetings and supplying reports to management.

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

Answer ☐

A problem raised by the team to management might include, additional training required for the team to complete in order to ensure they are capable to complete their job. A concern the team might raise to management might include, a lack of leadership, meaning the team leader is not fulfilling his obligations to the team.

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

Answer ☐

The team leader's follow-up action would be advising management what type of training is required, when the training is required and why the training is required. This would help management better understand the teams request.

The team leader's follow-up action would be contacting both management and the team and holding a meeting. The meeting would consist of management and the team providing constructive advice to the team leader who would then adjust their day to day doings according.

It is important to note that this information should be handled sensitively, honestly and accurately.

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

Answer ☐

Management might have concerns in regards to the team's effectiveness and ability to meet implemented goals and requirements.

Management might have Issues/concerns with the teams spending as they are going their over their budget.

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

Answer ☐

The team leader's follow-up action would be to hold a meeting or Brainstorming Session to find new innovative ways to meet the goals and requirements/Spending and Budgeting set by management or the team leader might request additional training needed by his team.

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

Answer ☐

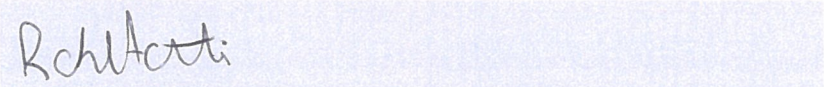
The team leader may need to re-negotiate the performance expectations of management if the team and team leader expect them to be unreasonable. Solutions to this might be, expanding the team, allowing more time for said work/expectations to be completed or providing the team with additional resources such as training.

BSBLDR403 LEAD TEAM EFFECTIVENESS

PRACTICAL ASSESSMENT INSTRUCTIONS

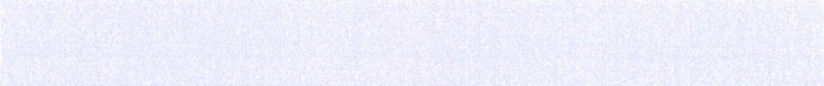
- The following practical assessment will require the Participant to complete work related activities.
- The Assessor will conduct observations of the Participant's work to determine whether they display sufficient practical skills and knowledge.
- Please fill in the details below – providing your name,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

Participant signature 

Date 23/05/2020

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:

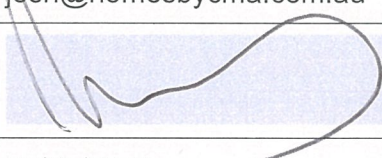
- Meeting minutes (e.g. subcontractor meeting, HSE committee meeting)

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:	Rik Chetcuti		
Name of observer:	Josh Casey		
Role of observer (Confirm suitability to sign)	Estimating Manager		
Email address of observer	josh@homesbycma.com.au		
Signature of observer:			
Date:	23/05/2022		
When completing the task, did the participant:	Tick if satisfactorily completed. Provide comments if left unticked.		
	1st Occasion	2nd 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

To Whom It may concern,

I have worked alongside Rik for the last 18 Months and during this time period he has demonstrated the values and qualities required to lead a team effectively. He has demonstrated these skills so far by site supervising the building process of two Homes by CMA display homes recently built in Newport.

Myself, the construction Manager and Director of the company where all involved with the process and we're very pleased with Rik's ability to manage a job site, trades and suppliers.

On many occasions during the building process of the two display homes, Rik held meetings with trades and suppliers, these meetings lasted anywhere from 10 minutes to 1 hour resolving a number of issues.

During these meetings, Rik was able to help both trades and suppliers when called upon.

Rik was able to communicate with Trades and Suppliers in a number of ways, he held meetings onsite and, in our head office as stated above and he also exchanged a number of emails and phone calls.

During the construction of these two properties Rik called upon his trades and suppliers and used them successfully to achieve the most effective outcome as possible.

For example the double story was finished 2 weeks before we anticipated because Rik remained in contact with his trades and suppliers and constantly amended his call up schedule to ensure the construction process was complete as soon as possible.