

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	Ben Goodman
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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

Bao Goodnal

Participant signature



Date

14/01/21

Assessor name

Assessor signature

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	Projects Team		
Goals and objectives	To ensure projects are a run on time and on budget		
Team members	Role	Description	Responsibilities
	1	Senior Project Manager	1. Oversee the Projects team. 2. Mentor and guide the Project Managers 3. Communicate with upper Management 4. Set and monitor team KPI's
	2	Project Manager	1. Ensure projects are run effectively and efficiently from contract award to project completion. 2. Communicate with Clients and internal work teams. 3. Achieve set KPI's
	3	Production Co-ordinator	1. Liaise with PM's to ensure production is scheduled to meet project milestones 2. Schedule deliveries to site to meet the project program. 3. Liaise with production team and report back information to PM
Progress monitoring	1. Job Costing and Budget Monitoring. 2. Weekly meeting with all stakeholders to ensure schedules are being met and adjust were required. 3. 6monthly performance reviews. 4. Measuring against KPI's.		

- 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	
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	Laissez-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	1. Increased work output. 2. Application of better solutions to meet requirements. 3. Adoption of team goals by team members. 4. Increased team cohesiveness.
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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.**

Activity	Method/s to involve team members
Goal setting	1. Involve all members to discuss "realistic" goal outcomes and how to achieve them. 2. Discuss "SMART" method with the team and develop an action plan.
Decision making	1. Involve the team in toolbox talks. 2. Not micro manage the team. Let the team make their own decisions.
Work allocation	1. Delegate tasks within the team equally. 2. Identify each member's skill set and allocate work according to those strengths and weaknesses.

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

☐	False
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Answer

1. Innovation. Different backgrounds and skill-sets make the team more innovative and as a result more likely to achieve the goal being set.
2. Productivity. Better collaboration between members with increased productivity being the result.

☐

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

Answer

1. So that work is fairly delegated within the team and members are not overloaded.
2. Work is delegated according to skillset to maximise the effectiveness of the team to successfully reach their goal.

☐

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

Answer

Innovation brings improved efficiency and performance of the team.
Example – New technology. This could be a new machine or better computer software.

☐

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

Answer

Gives everyone a sense of purpose because everyone is involved.

☐

Q1. 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 can increase employee's morale and gives them a sense of purpose within the team. It can also make them aware that you are interested in their personal and professional development.

☐

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	Duplication of works or work not being done.
Solution via negotiation	Lack of communication. Identify with team members where the breakdown is occurring. Have meetings regularly so that communication is clear. Job descriptions to be negotiated so there is no overlap of team roles.

☐

- 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	Bullying and Harassment within the team. 1. Team behaving aggressively and inappropriately with the result being quality of work deteriorating.
Referred to	Human resources and possibly Fair Work Commission.

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

Answer

1. Earn and build trust. 2. Lead and inspire. 3. Offer support and encouragement.

☐

- 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	Morale - Creates positive work culture (makes people want to work there)
With clients and customers	Leadership – clients are more likely to be positive knowing teams are lead and goals are reached on time.

☐

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
Meetings	1. To provide feedback of the team's progress. 2. Provide clear communication within the team. 3. Team problem solving and brainstorming.
Emails	1. Meeting reminders. 2. Where communication needs to be in writing.
Phone	Where verbal communication is required instantly.

☐

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

Answer

1. Regular meetings.
2. Reporting.

☐

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

Answer

1. Ineffective Leadership.
2. Inability to resolve conflicts within the team.

☐

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

Answer

Discuss with management concerns the team have. Adjust leadership style and discuss with the team. Discuss issues with the team and mediate parties involved. Team leader can remove themselves from the team if not improved.

☐

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

Answer

1. Team underperforming by not meeting regular milestones.
2. Team is running over budget.

☐

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

Answer

Understanding why the team is underperforming and running over budget. Identify the reasons (i.e. lack of resources, poor time management). Report issues back to management with possible ways to reduce. Team to be further monitored with follow up meeting with management to access progress.

☐

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

Answer

Working the team overtime to meet deadlines.

☐

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

Brad Goodman

Participant signature

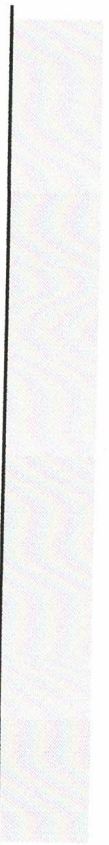


Date

23-12-20

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:	Brad Goodman	
Name of observer:	Rod Allen	
Role of observer (Confirm suitability to sign)	Sales Manager	
Email address of observer	r.allen@spencedoors.com.au	
Signature of observer:		
Date:	23/12/2023	
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

Spence is currently going under a lot of restructure and a lot of plans need to be revised and addressed. Brad on 2 occasions has lead a small team around Safety in our office. He has demonstrated a sound knowledge of a workplace safety plan by delegating items of action to various team members according their skills. On the second occasion, Brad provided feedback to members and actioned areas that need priority. Brad ran discussions within the group about potential issues and offered feedback to management around areas that need further actioning. Overall, Brad has a satisfactory understanding of the items outlined in this task.

Toolbox Meeting

Meeting details

Meeting held at:	EEALE Farm Office	Date:	18/12/20
Meeting conducted by:	BAD Goodman	Signed:	
WHS representative:	BAD Goodman	Signed:	

Persons attending

BAD Goodman	ABSENT: Casey SHARPcott
Rob Auen	
Brendan Tailford	
Dan Acute	

Issues covered

- ① CUSTOMERS NOT READING COVID SIGNAGE (or Covid issue)
- ② REPAIRMENT OF LUNCH ROOM CURTAINS
- ③ ERRORS AND MISTAKES - AVAILABILITY DUE TO COVID
- ④ UNLOADING OF TRUCKS - EXPECTATIONS

NEXT MEETING

03/12/20

NO ACTIONS FROM LAST WEEK

Action required

Action	Responsible	Timeframe
① LOCK FRONT DOOR AND RESTRICT BUILDING ACCESS FOR OUR SAFETY	* MANAGEMENT TO APPROVE	NOV 1/11
② ORDER NEW CURTAINS - GRAB FARM BUILDINGS	DA	1 week
③ SOURCE OTHER SUPPLIERS - STOCKS IN BUILDINGS	BA	1 week
④ FURTHER DISCUSSIONS WITH DISPATCH MANAGER MEETING	BA	

Toolbox Meeting

Meeting details

Meeting held at:	FAIRFIRM	Date:	23/12
Meeting conducted by:	BRAD	Signed:	
WHS representative:	BRAD	Signed:	

Persons attending

BRAD	
ROO	CASEY
BT	
DAN	
ABSENT: NIL	

Issues covered

Focus was from last week - discuss	
① Factory Security Alarms	
② Cleaners or Carpenters over Xmas?	
③ Any outstanding items from last few meetings	

Action required

Action	Responsible	Timeframe
① Check Factory Alarms - NO Returns	ROO	Today!
② Check Cleaners & Carpenters over Xmas - Cancel until 17/01/21	CASEY	Tomorrow!
Check OUTSTANDING ITEMS	BRAD	
Errors - Still no work on Supervisor		Tomorrow!