

BSBWOR502 LEAD AND MANAGE TEAM EFFECTIVENESS

PRACTICAL ASSESSMENT INSTRUCTIONS

- The following practical assessment will require the participant to complete work related activities.
- Observations will be conducted 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.
 - Your 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 another task of equal value.
 - Alternate tasks must be fully documented by the assessor.

Participant name LEANNE PHILLIPS

Participant signature

L Phillips

Assessor name

Assessor signature

Date 8/05/2021

Number of tasks	Number of tasks completed	Satisfactory?	
		Yes	No
1		☐	☐

ASSESSOR COMMENTS

BSBWOR502

LEAD AND MANAGE TEAM EFFECTIVENESS

Practical Task 1	
Description of task: A suitable observer is to verify the participant's ability to lead teams in the workplace and to actively engage with the management of the organisation.	
These tasks may be simulated or real. 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. 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: Project documentation, Office equipment and resources.	
Assessment of task	
Name of participant:	LEANNE PHILLIPS
Name of observer:	NIGEL PHILLIPS
Role of observer (Confirm suitability to sign)	NIGEL PHILLIPS HAS BEEN THE DIRECTOR OF ELECTRICAL SENSATIONS (AND IT'S PREDECESSOR ONESAFE) SINCE 2004. NIGEL IS A TRADE QUALIFIED ELECTRICIAN AND HAS A CERT IV IN BUSINESS
Email address of observer	NIGEL@ELECTRICALSENSATIONS.COM.AU
Signature of observer:	
Date:	8/05/2021
When completing the task, did the participant:	Tick if satisfactorily completed. Provide comments if left unticked.
1 Establish team performance plan	
1.1A. Consult team members to establish a common understanding of team purpose, roles, responsibilities and accountabilities in accordance with organisational goals, plans and objectives.	☒
1.1B. Develop performance plans to establish expected outcomes, outputs, key performance indicators (KPIs) and goals for work team.	☒
1.1C. Support team members in meeting expected performance outcomes.	☒
2 Develop and facilitate team cohesion	
1.2A. Develop strategies to ensure team members have input into planning, decision making and operational aspects of work team.	☒
1.2B. Develop policies and procedures to ensure team members take responsibility for own work and assist others to undertake required roles and responsibilities.	☒
1.2C. Provide feedback to team members to encourage, value and reward individual and team efforts and contributions.	☒
1.2D. Develop processes to ensure that issues, concerns and problems identified by team members are recognised and addressed.	☒

3 Facilitate teamwork	
1.3A. Encourage team members and individuals to participate in and to take responsibility for team activities, including communication processes.	☒
1.3B. Support the team in identifying and resolving work performance problems.	☒
1.3C. Ensure own contribution to work team serves as a role model for others and enhances the organisation's image for all stakeholders.	☒
4 Liaise with stakeholders	
1.4A. Establish and maintain open communication processes with all stakeholders.	☒
1.4B. Communicate information from line manager/management to the team.	☒
1.4C. Communicate unresolved issues, concerns and problems raised by team members and follow-up with line manager/management and other relevant stakeholders.	☒
1.4D. Evaluate and take necessary corrective action regarding unresolved issues, concerns and problems raised by internal or external stakeholders.	☒
The participant's performance was: ☒ Satisfactory ☐ Not Satisfactory	

OBSERVER COMMENTS

From my observations Leanne leads and manages teams effectively.

I have seen her ably establish a team performance plan – from consultation to development and support.

I have seen her develop strategies, policies and procedures to foster team cohesion. She is good at encouraging all members of the team to feel valued.

Leanne facilitates teamwork well however could be better at ensuring all team members pull their weight and share the workload – assertiveness would help.

Communication with stakeholders is one of Leanne's strong points. I have noticed however, that at times can over-communicate.