

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	Nathan Wheeler
------------------	----------------

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.

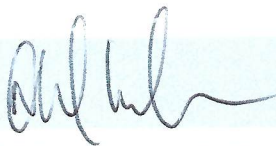
BSBLDR403 LEAD TEAM EFFECTIVENESS

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 Nathan Wheeler

Participant signature



Date 23/12/2020

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

1. 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 team purpose is to work together in a respectful environment with all team members.		
Goals and objectives	There are many goals of a team in the construction industry. A couple of these goals include meeting different stages within the time allocated with minimal delay. The main objective is to complete the build on time and on budget.		
Team members	Role	Description	Responsibilities
	1	Builder	Organising trades and subcontractors. Liase with clients and architects while managing expectation. Prepare quotes and contracts.
	2	Leading Carpenter	Managing daily workload of the team. Keep track of material quantities and hardware required for jobs delegated. Delegate appropriate tasks to the team members.
	3	Apprentice Carpenter	Provide support to the team. Organise tools and equipment. Collect materials and hardware as instructed from the leading carpenter and builder.
Progress monitoring	Progress monitoring methods would include a dedicated timeframe schedule for different stages of completion. This could be managed with progress reports and on site meetings.		



2. True or False (Tick your response): A team leader is more of a mentor than overseer who checks work.

Answer

☒	True
☐	False

☐

3. 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

☐

4. Why is it important for team leaders to include team members in the planning process?

Answer

It is important because it gives the team the opportunity to break down the task that is to be completed along with the way that it will be undertaken. Team members will have the chance to put forward their ideas and show their understanding of the task which will provide the opportunity for innovation in the team and will result in a more productive working environment.

☐

5. 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	A team meeting that would provide a brainstorming session where team members could contribute ideas and techniques for task completion. Give the opportunity for team members to provide written feedback that they encounter.
Decision making	Allow the team members as much freedom as practical for them to make a decision relating to their task. Making sure they have a clear understanding of their role and who to contact regarding queries or instructions when in doubt.
Work allocation	Allocating jobs to team members relating to individual's skills. Making sure that they are of adequate experience or supervised accordingly for the given task.

☐

6. 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

☐

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

Answer

Experienced team members can provide more innovative ways to complete a task. A task that can be completed more efficiently will improve productivity.

☐

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

Answer Work must be delegated carefully to ensure workload is evenly distributed to minimise risk of resentment in the team. ☐

Certain team members could be more efficient at completing a particular task than other team members

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

Answer Innovation can provide more streamline approaches to tasks and give more in-depth problem solving skills. All results in a more productive team. ☐

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

Answer Encouraging team members provides good morale and good working environment where they can share ideas and problem solving techniques to complete a task more efficiently. ☐

-
11. 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

☐

12. Explain how providing feedback to team members can encourage and motivate team members – building trust and positive working relationships.

Answer

Constructive feedback can be used to encourage and reward individual and team efforts. It is important for team members to feel valued. If feedback is negative, it can be delivered constructively so the team member can use the feedback as an opportunity for improvement, which helps build a positive working environment, forms trust and creates good working relationships.

☐

13. 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 from a team member- Not completing tasks properly or in the allocated time frame Showing signs of being unmotivated
Solution via negotiation	Discussing why underperformance is happening and identify where skills need to be improved on Focus on the problem rather than the person Illustrate points with examples Suggest positive solutions without using loaded and emotional language



14. **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	Poor drainage on a site that has not been addressed in the site plans or engineering plans. That has only been identified once digging has commenced.
Referred to	Engineering consultant that has signed off on site plans. They would need to be consulted and made aware of issues and a site visit may be necessary for clarification of issues.

☐

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

Answer

Provide encouragement, promoting creative and innovating approaches to problem - solving

Identify professional development needs of team members

Provide regular feedback to team members

☐

16. **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	Creating a healthy work environment with team members and be apart of the team for example showing up to work on time and caring about the team goals
With clients and customers	Upon meeting clients, ensure that you are presenting yourself and the company professionally and in a organised manner.

☐

17. 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
Spoken Communication	Communication between team members and management throughout the working day that is clear, concise, correct, coherent, complete and courteous
Written Communication	Emails to management with relevant information such as progress reports
Visual Communication	More experienced team member showing another team member how to complete a task



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

Answer

Having meetings with management and delivering regular reports of progress
Both good and bad news must be reported and ensure that information is handled sensitively, honestly and accurately



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

Answer

- If a team member requires additional training to complete a task
- Unhealthy working relationships where poor communication may be present.



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

Answer

- Follow up with management about providing professional development and the team leader can provide guidance on the type of training needed.



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

Answer

- Falling behind schedule
- Not meeting budgeted material quota.



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

Answer

- Team leader would talk to the builder and or foreman to identify the reasons of falling behind schedule.
- Materials budget and quota would need to be discussed as there could be too many mistakes being made or malicious intent involved (theft)



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

Answer

If the level of performance that is expected is too high or unrealistic in the circumstances, the team leader may have to negotiate with management regarding these issues.



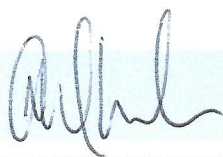
BSBLDR403 LEAD TEAM EFFECTIVENESS

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 Nathan Wheeler

Participant signature



Date 18/12/2020

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:	Nathan Wheeler	
Name of observer:	Tom Wheeler	
Role of observer (Confirm suitability to sign)	Builder	
Email address of observer	tom@twbuilders.com.au	
Signature of observer:		
Date:	18/12/2020	
When completing the task, did the participant:	Tick if satisfactorily completed. Provide comments if left unticked.	
	1st Occasion	2nd Occasion
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	☒	☐

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	☒	☐
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	☒	☐
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

Nathan displayed efficiency in all aspects required and outlined by the practical assessment guidelines and criteria.

As we are a small team that consists of myself as the builder, a leading hand carpenter and an apprentice, all of our meetings, instructions and performance are monitored by verbal communication and observation as to the result.