

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	Tayla File
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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 Tayla File

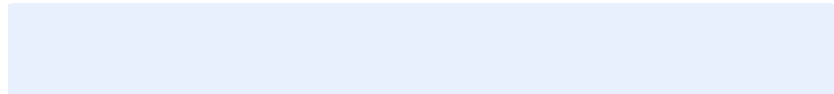
Participant signature



Date 19/11/2019

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	Managing claim files from start to finish to ensure a smooth customer service experience		
Goals and objectives	Ensuring the customer experiences are smooth and well driven whilst ensuring that client KPI's are met		
Team members	Role	Description	Responsibilities
	1	Project Administration - Insurance Services	Ensuring communication is clear
	2	Project Administration - Major Loss	Ensuring that report submissions are completed within 24 hours of attendance
	3	Team Leader	Ensuring KPI timeframes are met and team communication is consistent
Progress monitoring	Monitoring the team through the company tool "One Source" that tracks progress and KPI timeframes.		

☐

- 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	To ensure that the team that will be completing this process in the long run have input in order to meet requirements and have an understanding	☐
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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	1: Group meetings including the team members and team leader to identify targets 2: Emailing team members to provide input	☐
	Decision making	1: Set a process where documents are emailed to team members so they can provide feedback 2: Meet with team member individually to review goals after setting	
	Work allocation	1: Ensuring that work allocation is even to avoid dispute 2: Monitor team members abilities and distribute according to their skills	

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 ☐

1: Each team member is different and can bring a range of knowledge and skill which can further assist the team ideas, goals and decision making.

2: Having a range of diverse team members can provide an outside perspective and a logical and can make impartial judgements

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

Answer ☐

1: To ensure that the particular team member that you delegate the task to has adequate skill to be able to complete said task.

2: Reviewing the workload within the team to ensure that work load is allocated evenly and the team member has adequate time to complete task.

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

Answer ☐

Innovation brings new ideas and better solutions to meet requirements within the company

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

Answer ☐

Encouraging team members and providing feedbacks allows growth within the team to improve to achieve better outcomes

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 feedback to team members will lead to encouragement, value and reward for the individual in the long run and also via team efforts and contributions	☐
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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	Tasks not being completed within allocated timeframe Team targets are not met as a result	
	Solution via negotiation	One on one meeting with the individual required in the first instance to ascertain any potential delays or hold ups preventing them from being able to complete said task in the time allocated. Task may need to be re-allocated to another team member or work schedule may need to be altered.	

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	Underperformance from a team member	
	Referred to	Upper management for the first contact point and possible HR if underperformance continues	

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

Answer	1: Contributing to the team/work plan themselves 2: Modelling expected behaviours within the team 3: Encourage team members to take accountability for communication processes	☐
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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	Meeting client/customer KPI targets internally that in turn enhances the image externally as the team are successfully communicating	
	With clients and customers	Receiving positive feedback from clients/customers	

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	☐
	Verbal Face to face	Team meetings and one-on-ones	
	Verbal Over the phone	When urgent attention is required/approvals (where an email will not suffice)	
	Written (email)	When receiving person is unavailable to speak over the phone or when confirming a phone conversation that was had	

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

Answer	1: Weekly operations meeting with management and team to engage in open conversation/process communication 2: Documenting the teams issues and concerns and meeting privately to discuss	☐
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Q19. Identify two (2) issues, concerns and problems that may be raised by the team to management.

Answer	1: Lack of understanding of work flow/plan for each team member 2: Prioritisation level for tasks required of team members to complete	☐
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Q20. For the matters raised in Q19. , identify how the team leader could ensure follow-up action is taken.

Answer	One on one meetings with the team member and management to put together a work flow plan and target what task will require urgent attention. This allows open communication between all parties to solve	☐
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Q21. Identify two (2) issues, concerns and problems related to the team that may be raised by management back to the team.

Answer 1: Client/customer targets not being met
2: Methods of communication not adhered to



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

Answer 1: One on one meetings to target each team member to set weekly plans in place to ensure targets are being met.
2: Weekly meetings with the team to engage in open communication and feedback



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

Answer Extension of time where further time may be required to complete a task. A discussion will need to occur between the team leader and management



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PRACTICAL ASSESSMENT INSTRUCTIONS

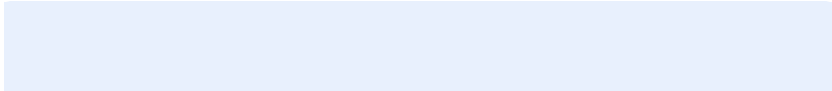
- The following practical assessment will require the Participant to complete work related activities.
- The Assessor will conduct observations of the Participant's work to determine whether they display sufficient practical skills and knowledge.
- Please fill in the details below – providing your name,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

Participant signature 

Date 19/11/2019

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:	Tayla File	
Name of observer:		
Role of observer (Confirm suitability to sign)		
Email address of observer		
Signature of observer:		
Date:	21/11/2019	
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