

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 Jonathan Van Der Merwe	
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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

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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 Jonathan Van Der Merwe	
Participant signature	
Date 28/11/2021	Click here to enter a date.

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

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	Project team: Rail Projects	

		Goals and objectives	Work as a team to improve day to day requests, systems and processes with all Rail Project bookings, from beginning to end. Execute the process.	
	Team members	Role	Description	Responsibilities
		1	Bookings and Allocations	Ensuring accurate capture of booking requests, timing, compliance, inductions, correct plant supplied.
		2	Sales, pricing, rates	Confirm correct rates and pricing applied, lease with client and management.
		3	Charges, Invoicing and accounts up to date	Ensuring capture of all billed hours, plant and attachments supplied. Issuing invoicing on timing following up payments.

	Progress monitoring	Monitoring of all systems by Team leader and team members, keeping Management informed of progress and or any issues.	
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True or False (Tick your response): A team leader is more of a mentor than overseer who checks work.

Answer		True	True	
		False		

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

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

Answer	with total buy in. Everyone should be involved and gain satisfaction from the team accomplishments. Understand skills and experience that each team member can contribute to the team. allocate tasks according to skills and abilities to get the most out of the team.	
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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	clearly defined goals understood by all team members. Commit to achieving goals together. Specific goals, track progress and measure outcomes.	
	Decision making	All team members should be involved in the decision making process. Provide opportunities for all team members to plan, decision making and operations.	

	Work allocation	Encourage team members, reward the team and individual efforts. Make the team feel valued. This inspires the team to keep working towards goals and remain focussed, energetic and cohesive in its actions.	
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True or False (Tick your response): Diverse teams produce more creative results than teams in which members are from a similar background.

Answer		True	True	
		False		

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

Answer	Diversity of skills brings experience that can challenge and enhance the team. Understanding and delegating tasks according to the knowledge, skills and background of each team member can improve practices such as innovation and productivity, streamlining processes.	
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Provide two (2) reasons that responsibilities must be carefully delegated within the work team.

Answer	Allocate work according to skills and abilities to get the most out of all team members. Ensure work is fairly delegated to avoid resentment between group members. Don't force relationships or working groups that will cause conflict.	
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Describe what innovation brings to the workplace. Provide one (1) example of innovative practice.

Answer	New ideas, ways of thinking, approach to difficult situations. Better solutions to meet requirements. Increase productivity through stream lined booking process.	
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Explain how encouraging team members to assist each other in undertaking their roles and responsibilities can improve productivity.

Answer	This practice encourages cohesion, empowers team members. This makes work more meaningful and improves morale, self esteem and outcomes. Team members better understand each others tasks, and the team goals. Team members take more responsibility for individual work in the team effort.	
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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	
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		Causes members to resent the team	
	Yes	Makes the work more meaningful	
	Yes	Improves self-esteem of team members	
	Yes	Improves team morale	
	Yes	Team members take more responsibility for their individual work	

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

Answer	Team members who feel valued will be inspired to keep working towards goals, as well as remain focussed, energetic and cohesive in actions. Involve all team members in giving other individuals in the team a rating or qualitative feedback on their performances, Ensure feedback is constructive. Find out if team members are still comfortable with their role and happy in the team.	
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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	Deadlines not being met. Underperformance.	

	Solution via negotiation	Conduct one on one discussions, Identify professional development needs of the team member if any. Review and amend the work plan if required.	
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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	Deadlines not being met. Issues (communication) between team members. Development needs.	
	Referred to	Work plan review and amend if required. Issues and problems may need to be referred to Management for resolve.	

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

Answer	be a mentor, Advise, contributor, lead by example, be a role model and fellow team member.	
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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	
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	Within the work team and organisation	Lead by example, own contribution to work team.	
	With clients and customers	Enhance the organisations image within the work team (internally) and externally with all clients and customers.	

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	Interaction between all team members is essential. All communication should be clear, concise, concrete, correct, coherent, complete and courteous.	
	Active listening	Everyone should ask questions, those listening should ensure they understand the message.	
	Non-verbal communication	Be mindful of and on the look out for eye contact, gestures, voice, body movements and emotions.	

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

Answer	Have regular meetings with management, deliver regular reports. Communicate information from management to the team and the team to management. Report good and bad news.	
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Identify two (2) issues, concerns and problems that may be raised by the team to management.

Answer	Any issues that cannot be resolved by the team. If the team requires training to complete the task's. Professional development may be required. Negotiate the level of performance expected with management.	
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For the matters raised in Q19. , identify how the team leader could ensure follow-up action is taken.

Answer	Team leader may provide guidance on the type of training needed. Team leader must follow up with management and ensure action is taken. Negotiate if level of performance is too high.	
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Identify two (2) issues, concerns and problems related to the team that may be raised by management back to the team.

Answer	underperformance. Unresolved internal matters within the team.	
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For the matters raised in Q21. , identify how the team leader could ensure follow-up action is taken.

Answer	Meet with management to discuss possible training needs (communication). Ensure communication of any issues is handled sensitively, honestly and accurately. Ensure follow up action.	
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Describe one (1) situation where the team leader may have to negotiate with management on behalf of the team.

Answer	If performance expectation is too high, this will need to be addressed, discussed and negotiated with management.	
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BSBLDR403

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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	
Participant signature	
Date	Click here to enter a date.

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
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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:	
Name of observer:	
Role of observer (Confirm suitability to sign)	
Email address of observer	
Signature of observer:	
Date:	Click here to enter a date.

When completing the task, did the participant:	Tick if satisfactorily completed. Provide comments if left unticked.	
	1 st Occasion	2 nd Occasion
• 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		
• 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		
• 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		

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		