

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	Michael Lewis
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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 Michael Lewis

Participant signature

Date 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)	
		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	Renovate a house		
Goals and objectives	To complete the renovation to a high level of finish, on time and on budget		
Team members	Role	Description	Responsibilities
	1	Leading Hand	Run all contracted carpentry work on site, site manage carpenters, liaise with trades on site, ensure project is constructed on time and safely
	2	Carpenter	Supervise apprentices and labourers on site, construct projects/tasks safely and to schedule, notify leading hand of all issues and problems that arise, confidently read plans to fully grasp job requirements
	3	Apprentice	Follow proper procedures and installation requirements for all products, work towards being able to work independently and able to read plans to fully grasp job details
Progress monitoring	Toolbox meetings on a weekly basis to see where we are with the job and where we need to be by the end of the week. Daily checks are also done through a site diary.		

☐

- Q2. True or False (Tick your response): A team leader is more of a mentor than overseer who checks work.**

Answer

☒	True
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☐

☐	False
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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	It is important to include everyone as they can get a good understanding of what needs to be achieved and come up with goals and processes together on how they are going to achieve them. By allowing all team members to help plan processes there is buy-in from the whole team.	☐
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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	Collaborative Team meeting & Brainstorming sessions	☐
	Decision making	Joint team discussions, a voting system everyone brings forward their ideas and the team votes on the best outcome.	
	Work allocation	Team meeting to distribute the work load evenly, team members creating reports to see where more resources are needed	

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

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

Answer Having people with different skillsets and knowledge will help the team with problem solving as they may have had different experiences on how to complete a task. This will give the team a different way to view the issues.



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

Answer If you put too many responsibilities on a team member, they may become overwhelmed with the workload and not perform to the best of their ability.

Also, if you delegate a responsibility that isn't suited to the right team member this may cause delays in achieving the goal.



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

Answer Innovation brings positivity and motivation amongst the team members. If people are creating better ways to accomplish the tasks the goal will be completed more efficiently. If an individual has input to the goal, they are often more motivated to achieve the goal. Innovation also creates higher productivity as tasks are completed more efficiently.



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

Answer Working well as a team creates motivation and confidence that will help improve the productivity. Engaged team members also feel supported and a vital part of the team.



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 all types of feedback positive and negative is imperative to the team as it helps to improve skills and build confidence.

☐

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	A team member who's skillset isn't fully up to the expectation of the team. Signs – the team not including the individual with team activities, not asking for his opinion.
Solution via negotiation	Ask the team member if they needs help or more training. Speak to the rest of the team and see what is happening and where we can improve and support the team member falling behind.

☐

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	A team member who is late for work, looks physically upset and tired, not approachable and not interested in being there.	
	Referred to	Firstly, speak to the team member and see if you could help in any way possible. If this isn't achievable contact a guidance counsellor to see if they can help in anyway.	

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

Answer	Work hard, always be punctual and ensure communication is always effective. Also demonstrating their skills to help improve others.	☐
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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	If you have a team leader who leads from the front and is positive and punctual it encourages team members to perform to that level.	
	With clients and customers	If the team leader is punctual, positive and has support from his team he will naturally be confident and if customers meet the team it will resonate throughout.	

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	☐
	Spoken Communication	When the tasks involve multiple people, it is important to speak clearly, courteously, and correctly so that everyone understands what is involved and avoid any issues arising	
	Actively Listen	In toolbox meetings it is important to listen and take in where the project is currently and where they need to be. It is also important for them to ask questions themselves to fully understand what is required.	
	Non-Verbal Communication	It is important for the team to be punctual and positive as it may have a negative impact on team moral and when liaising with the client.	

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

Answer	Having regular meetings with management and also supplying management with reports with how the progress is tracking.	☐
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Q19. Identify two (2) issues, concerns and problems that may be raised by the team to management.

Answer	Unresolved issues within the team that haven't been correctly addressed by the team leader. If the members of the team require additional training to accomplish the task required, they will need to speak to management directly if the team leader does not provide this.	☐
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Q20. For the matters raised in Q19. , identify how the team leader could ensure follow-up action is taken.

Answer	The team leader to have meetings with the team one on one to discuss the issues. The team leader to assess the team members individually and undertake a competency report and monitor the progress.	☐
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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

Productivity

Poor quality of work

☐

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

Answer

Lay out expectations for productivity and quality.

☐

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

Answer

If a team member is sick or injured the team leader will have to negotiate on what can be achieved without the person.

☐

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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

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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:	Michael Lewis	
Name of observer:	Kieran Lewis	
Role of observer (Confirm suitability to sign)	Director	
Email address of observer	kieran@jdlconstruction.com.au	
Signature of observer:		
Date:	24/11/2020	
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

58 Blackmore St, Windsor - Modular home extension installed with crane

Michael had organised an onsite tool box meeting prior to work commencing. He had written a work method statement that included safety measures. He involved the traffic control team, crane operators & JDL team for their input. Michael was assisting the team along the way and ensured a safe working environment was maintained. At the end of the project I sat down with Michael to discuss the project and where we can improve for next time.

19 Mylne St, Chermside – New site set up

Michael organised the site set up for a new project we are commencing. He inducted the team onto site, going through safety measures and general site rules. They had a walk through the job to identify any potential challenges and worked through these as a team. After completing this they finished the site set up by putting up all site fencing and safety signs where necessary. I went through the job and potential challenges with Michael and am happy with the outcome the team has agreed to.