

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 John Formosa
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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 John Formosa

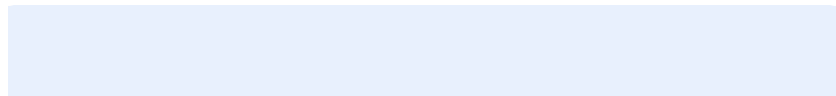
Participant signature



Date 5/07/2020

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

- 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	Concreting (structure) crew to install a culvert at a creek crossing along a road where no existing structure exist.		
Goals and objectives	To install as per IFC drawings a culvert over a creek crossing to enable the existing road structure to be reconstructed to mitigate flooding within a specified height datum		
Team members	Role	Description	Responsibilities
	1	Site Foreman	To coordinate between the Site Engineers, Supervisors and Field Crew. To ensure work program is followed or amended to reflect the works on site. To ensure that materials and equipment are available and supplied in a timely manner to complete the task within the specified time frames for the site crew. To advise the Supervisors/engineers of potential construction issues that present an issue with the works. To coordinate with other contractors supplying materials and undertaking other works in and around the work area
	2	Leading Hand	To coordinate between the site foreman and the site labourers. To assist site foreman with the allocation of task and supervision of less qualified labourers and in identifying any issues that may arise or that do arise that could affect the progress of the works. Ensure equipment is monitored and maintained on a regular basis, and that tools and materials required for works are requested in a timely manner for works to be carried out.



	3	Labourers	To carry out the task prescribed by the site foreman and leading hand. To ensure works carried out to a standard prescribed by the site foreman and leading hand. To ensure all tools and equipment are used and maintained as prescribed by the manufacture recommendations. To notify the leading hand or site foreman of issues that could/may affect the progress of the works
Progress monitoring	On completion of a task or work item the leading hand and site foreman will conduct an on-site inspection and review with the field crew to identify any issues identified during the works prior to inspection by the site supervisor/engineers. This in turn allows the site foreman to relay these issues on to the supervisors and engineers prior to commencement of the next stage or undertaking a similar task.		

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

It allows for improved practice and innovation. It provides an opportunity to develop better solutions to issues and implementation of corrective actions. Improvement in productivity through better outputs of work.

☐

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	Ensure the goals are specific, ensure the goals are attainable.
Decision making	Ensure team members have ownership of the task. Ensure open communications of ideas and solutions
Work allocation	Allocate work according to the skills and abilities of the work crew. Understand and monitor group progress and dynamics and to ensure positive work culture.

☐

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
☐	False

☐

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

Answer

Through innovation, experience leads to better and more efficient ways of carrying out a task /operation.

Productivity, Training through mentoring of less experienced qualified persons.

☐

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

Answer

To ensure the task/objectives are more meaningful to the individual and thus to the team.

That all team members understand each other's role within the group and reporting structure.

☐

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

Answer Innovation within the workplace suggests the opportunity to bring new ideas and to take an original idea and make it work better.

The process of feedback throughout every stage of the task or goals

☐

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

Answer A well organised team with different levels of skills enable a more collaborative approach to achieving a task with each person understanding their role within the group.

☐

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 in a timely manner can assist the team to remain on track and focused on the goals at hand. Further it allows for continual consultation with all members of the team. It will identify issues that may have on yet to happen and can be resolved before becoming a major one. It ensures that the team members maintain ownership of the task/operation.



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	Disruption and disorganisation within the team members when undertaking a task
Solution via negotiation	Ensure that the team members understand and are given specific instructions as to what is required. Better coordination at the commencement of task than disruption due to uncertainty. Allow for consultation and the sharing of ideas.



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	Continual disruption and disorganisation within the work group, team members not complying with work instructions or not achieving daily set goals.	
	Referred to	Direct issues to supervisor, ensure adequate specific task work orders being delivered along with clear precise instructions and directions from team leader	

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

Answer	Being part of the team through participation. Provide leadership and mentoring Provide feedback, positive and corrective.	☐
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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	By being an advocate of the team through open communications with management. Keeping management informed of any issues within the team members that could compromise the task at hand and it causes..
With clients and customers	By ensuring issues within the team are discussed and maintained at a local level and opportunity for disruption or descent does not project into the public arena.

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	☐
	Team Meetings	Discussing teams' objectives and goals, performance and outcomes ideas sharing and expectations.	
	Individual Interview	Personal performance appraisals and feedback personal expectations	
	Electronic Communication	Either group or individual purposes.	

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

Answer	Through daily or weekly progress reporting. Ensuring reports are accurate and truthful.	☐
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Q19. Identify two (2) issues, concerns and problems that may be raised by the team to management.

Answer	Work team expertise and skills not to the standards and abilities of the work team. Equipment and tools not satisfactory to achieve the best outcomes.	☐
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Q20. For the matters raised in Q19. , identify how the team leader could ensure follow-up action is taken.

Answer	Report issues to management with a solution to the issue derived from the team members. The referral or appointment of an appropriate RTO or supplier.	☐
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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 Cost over runs due to team's underperformance and skill level in achieving task in a satisfactory compliant manner.

Overuse of consumables or plant breakdowns due to operator error and lack of maintenance.

☐

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

Answer Ensuring that the team is fully briefed as to the requirements of the task. Ensure all items required for the task are present on site and appropriate for the task. Ensure clear and precise direction are given to all team members prior to commencement of the task.

☐

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

Answer The work program is beyond the scope of the team at hand, with multiple work faces opening up and not enough workers to successfully achieve task and goals.

☐

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

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 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:		
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
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