

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	JESSICA MANLEY
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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	

BSBLDR403

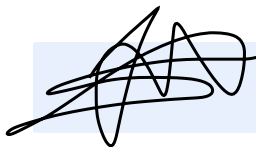
LEAD TEAM EFFECTIVENESS

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 JESSICA MANLEY

Participant signature



Date 03/01/21

Assessor name _____

Assessor signature

Date _____

Number of questions	Number of questions answered correctly	Task outcome (Tick)
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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	To complete a a building project - multipurpose centre		
Goals and objectives	To finish the project by the 'completion' date, within budget and most effective way.		
Team members	Role	Description	Responsibilities
	1	Resource Investigator	To determine what resources and materials we need for the job, ensuring we have enough to complete the project.
	2	Coordinator	Assigns certain jobs to each team member and takes into account each members strengths and weaknesses.
	3	Monitor-evaluator	Ensures each goal is met realistically, by giving impartial judgements and looking at the teams options.
Progress monitoring	Providing feedback to the team weekly. This will help each team member know what stage they are at and/or should be at, any road bumps which may arise in the next coming week. This will also give the team as chance to bring up any problems they may be having within the project.		



2. **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

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	1 - B	A
	2	Democratic	2 - C	B
	3	Laissiz-Faire	3 - A	C

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

Answer	This helps ensure every team member understands and agrees with the plan to complete the project. This also helps innovation and productivity throughout the team.	
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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	1. Making sure the team members feel comfortable discussing with the team leader about potential outcomes or problems 2. Keeping communication open to ensure realistic targets are met	
	Decision making	1. Making sure initiative is rewarded and encouraged 2. Ensure all team members are well briefed on the project planning	
	Work allocation	1. Discuss the strengths in each team member 2. Help allocate the work accordingly	

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

This can help productivity within the work place, ensuring team members are competent. It can also help the team members to up skill, learning different techniques and ways of doing a task.

☐

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

Answer

If responsibilities are not carefully allocated, this could cause the project to fall behind the due date and budgeting. Certain team members may not have enough knowledge to complete certain activities resulting in the job not meeting the expected standards.

☐

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

Answer

Innovation bring new ideas and practises to the workplace, this helps streamline the process and improve productivity. An example of innovative practise could be creating and collaborating with team members in specialised meetings where new ideas are brought forward and discussed.

☐

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

Answer Encouraging team members to help assist each other in their roles will help build self confidence, trust and will help them become more self dependent. Assisting them in their responsibilities will help ensure they are doing the tasks correctly and improving productivity.



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 Providing feedback to team members helps keep each person accountable, whether it be good or bad. This will help the team member understand what strengths they have and what aspects may need working on. This is also a good idea as the team member may not know that they are lacking in a certain field. It gives the team member a chance to talk about any problems or concerns they may have, in a safe and secure environment with the team leader.



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
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Signs	Issue - Team member not competent in the task Signs - Asking lots of questions but not understanding, taking longer to do the task, getting the tasks wrong, getting overwhelmed and emotional
Solution via negotiation	A solution negotiated by the internal team is that another team member who is competent will do the task. This can either be done on their own, or with the previous team member beside them, teaching them the correct steps. It would also be discussed that further training should be offered so that team member, can be competent at that task in the future.

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	Issue - Bullying in the workplace Signs - team member becomes quiet and distant, starts sitting alone, tired and slow, coming to work late
Referred to	A matter like this would need to be referred to management (to discuss what the next steps will be (for that team member & the members doing the bullying)), also offering support networks to the team member who is being bullied.

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

Answer ☐

A few ways a team leader can motivate and be a role model to the team is by setting realistic and clear goals. This will help give the team some power as they know it is achievable if they put in all efforts. Providing motivation where it is needed and encouraging problem solving will also be a good way to not only be a role model, but will help with productivity.
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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 welcoming and accepting work environment, ensuring all members are comfortable and well briefed on the project and tasks that need to be completed.
With clients and customers	Ensuring the team is getting the tasks done on time and in the most efficient way possible.

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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
Verbal	Spoken communication is clear and easy. This can be done via face to face, over zoom or via a phone call. This would be suitable for meetings or contacting someone first hand.
Written	This is a formal way of communication. Can be done via email or writing a letter. This would be suitable if you need to communicate to management.
Visual	This communication method is perfect for trying to explain something that needs to be shown. This can be done via presentations or drawings. This would be suitable for helping people understand more thoroughly.



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

Answer

Providing open communication with management can be helped by having regular meetings together, supplying weekly reports of the project and all team members. Ensuring the team leader includes all the positive and negative updates. Reporting any feedback from the team to the management, and vice versa. And handling all information accurately between the two teams.



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

Answer

A few issues that the team leader will need to raise to management could be if the team members are not competent enough to complete the project. This would mean that team members may need more opportunities for further training. Another issue could be if a team member hurts themselves or someone else while at work. This would have to be forwarded onto management so they are aware and can take necessary steps.



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

Answer For further training, the team leader could help take some action by letting management know when they may not need that team member on the project, prompting them to do extra training on those days. If a team member has hurt themselves on a project, it is essential that the team leader liaise with management on medical certificates and when/if they are fully fit for work again. Or can discuss with management, what tasks they can do at work before jumping straight back in. ☐

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

Answer A few issues that could be raised by management might be underperformance for the project. This could result in the project falling behind on due dates and going over the budget. Another issue could be workplace health and safety. Management could see that the team members are lacking with safety around the project, resulting in hazards. ☐

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

Answer A team leader can ensure follow up by encouraging and guiding the team to work at a more efficient pace. If need be, reallocating members to do tasks they are more proactive at. A way to ensure the team leader can follow up about health and safety, can include having weekly meetings and bringing the topic up. It could also include giving out written warnings each time it is being ignored. ☐

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

Answer A situation where the team leader may have to negotiate with management on behalf of the team could be, helping management understand that the schedule they are on, may not be practical. It would be the team leaders part to explain reasons to why and offer a more realistic schedule. ☐

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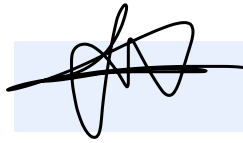
LEAD TEAM EFFECTIVENESS

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 JESSICA MANLEY

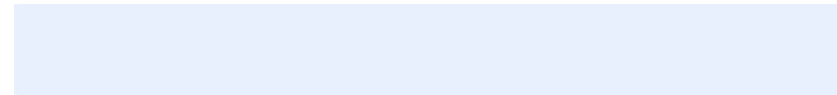
Participant signature



Date 12/1/21

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:	Jessica manley		
Name of observer:	Mark Richards		
Role of observer (Confirm suitability to sign)	Site Foreman		
Email address of observer	Mark@SuperiorGroup.com.au		
Signature of observer:			
Date:	Click here to enter a date. 12-01-2021		
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

- Very Clear Directions.
- Very Good Pronunciation.
- Very Informative
- Very Confident.
- Good Under Of Protocol
- Showed An Appreciation To Her Workers.
- Showed Confidence