

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	Mellissa Parsons
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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 Melissa Parsons

Participant signature



Date 24/03/2021

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	<u>Project Management Team</u> : Work together to achieve successful completion of project meeting all client expectations, on time and within budget		
Goals and objectives	Stay on budget Stay on program Happy client		
Team members	Role	Description	Responsibilities
	1	Project Manager	Ensure completion of project Liaising with client Delivery of project on time, within budget and as requested by client
	2	Contracts Administrator	Support the project manager in the procurement admin of both head contract & subcontractors, maintain financial control
	3	Project Administrator	Provide assistance to the project manager and contracts administrator to ensure the efficient admin of the projects from design to completion
Progress monitoring	Budgets being met Program being met Happy client Monthly reports internally and to the client		



- 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	Incorporate innovation Increase productivity Satisfaction for accomplishments Realistic time frames / products / procedures	☐
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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	Meeting with individuals Brain storming	☐
	Decision making	Team meetings Suggestion box	
	Work allocation	Management meetings to discuss strengths and weaknesses of all Liaise with individuals to establish strengths	

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 Knowledge, skills and background of team members can assist in the design phase, what works & doesn't, what will make things better

Having team members with a broad range of skills, knowledge & background is a benefit as they can help each other out with things are not working, they can suggest an alternate way

☐

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

Answer Responsibilities allocated to the strengths of people

Smooth running of team

☐

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

Answer Innovation in the workplace can bring a new idea, product or practice

Our landscaping subcontractor returned unsuitable taps, unable to be returned because they were used I decided to send them to our new site and use them on the wash basins.

They do not require to be touched by hand can use elbow there for eliminating germ / covid spread, they are on a timer so limited water runs, if construction worker walks away forgetting to turn tap off it will stop automatically so no water waste.

☐

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

Answer Team members assisting each other in the roles will broaden knowledge and skills

The more people helping / working will help program and deadlines be achieved

☐

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

Hearing you are doing a good job / the correct thing can make you feel better and motivate you / the team to keep going and work harder do more

Feeling good and happy about what you are doing is makes for productive days by all

☐

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	***Short Staffed*** Tied staff, more sick days from staff, poor performance by all, program runs behind and more injuries / accidents
Solution via negotiation	Share the workload over more staff, give RDO's when long hours are being worked, put a case together to manage about hire more people

☐

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	<u>Disrespect within the team</u> Deadlines not being met Increase in leave days High staff turnover Refusal to work with staff member
Referred to	360 degree – for larger companies or beyond mediation HR / Manage meeting with all staff involved one on one

☐

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

Answer

Positive attitude
Offer support & encouragement
Be persistent

☐

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	A good team leader in an organisation will lead by example. If a team leader wants their staff to leave at a certain time daily then the leader needs too. If the leader wants team to take lunch breaks away from their computers to stretch and relax eyes get fresh air then the leader need to do this as well. If the team leader wants their team to get out and get dirty on the tools once a week then the leader needs to as well

☐

With clients and customers	A team leader with the knowledge and experience will make the client / customer feel more relaxed, comfortable and confident that their questions will be answered truthfully, they will get what they want and if something is not going to work the team leader will speak up and not just role with it. Having an open line of communication and trust between the team leader and client / customer will ensure that all parties are happy and information is passed on in a timely manner.
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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	Team or subcontractor meetings to discuss the week ahead One on one performance reviews
Non-verbal	Emails for change to day plan giving subcontractor site instructions
Visual	Training sessions with PowerPoint or company annual updates



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

Answer

Regular meetings
Reports



Q19. Identify two (2) issues, concerns and problems that may be raised by the team to management.

Answer

Deadlines not being met
Budgets not being met



Q20. For the matters raised in Q19. , identify how the team leader could ensure follow-up action is taken.

Answer ☐ Hold a staff meeting, discuss program, brain storm and put an action plan into place

Purchase orders for all purchases

Tracking sheet for orders

Q21. Identify two (2) issues, concerns and problems related to the team that may be raised by management back to the team.

Answer ☐ Under performance

Budget blow outs

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

Answer ☐ Team meeting to discuss why things are not being done & how to improve, why over spending is happening and implement LOA's

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

Answer ☐ Managements expectations are too high, program dates not practical & need to be revisited with site team