

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	Matthew Jeffery
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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 Matthew Jeffery

Participant signature



Date 27/06/2020

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		☐	☐

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- 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	Hydraulic Services installation		
Goals and objectives	To complete the installation testing and commissioning of hydraulic services to this project on time and within budget. .		
Team members	Role	Description	Responsibilities
	1	Site Manager	Planning, logistics and liaising with builder and other trades. Leading the team by example with a positive attitude
	2	Leading Hand	Daily supervision of works and quality control. Regular progress reports and meetings with the Site Manager. Monitoring of safe work practices.
	3	Plumber/Drainer	Installation of hydraulic services within their particular workspace
Progress monitoring	Regular individual and team progress checks and team meetings. Feedback to individual and the team as a whole as to the progression towards achieving the goals set.		

☐

- 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		A	Leaders who let the team function without much interference	
	2	Democratic		B	Leaders who fully control their team	
	3	Laissiz-Faire		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	If all team members are included in the planning process the team will function more efficiently. This will result in better productivity and innovation.	☐
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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	Involve the individual team members in discussions on sequence, duration and ask for their expectations of themselves.	
	Decision making	Brainstorming sessions. Meetings. Pre start and Toolbox talks	
	Work allocation	Consider the team members strengths and weaknesses when allocating tasks.	

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

Every team member has a valuable contribution to make. Their experience and skill sets will vary. Assigning tasks whilst taking these into consideration will result in higher productivity.
Allowing team members to use their abilities experience and skillsets will also result in a more innovative and positive team environment.

☐

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

Answer

A team members skills and abilities should be considered during work allocation.

Fair and even workloads within the team will help to avoid conflict and enhance team cohesion.

☐

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

Answer

Individual team members input can result in better productivity through innovation. There may be a better way to do something.
For example, a section of drainage service may be able to be installed using less labour and more efficiently by use of a different piece of equipment.

☐

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

Answer

With team cohesion and helping each other with their tasks multi skilling and innovation are brought into effect. Both of these factors result in better productivity for 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

Feedback to team members whether negative or positive results in an open and honest team environment. If all team members provide feed back to each other the team can build trust and therefore work more cohesively towards their goals.

☐

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	Team member distant to the team.
Solution via negotiation	Have a meeting with the individual team member to address any concerns they may have with their work task. Listen attentively to their concerns and modify and change work tasks or discuss approaching the tasks differently. Once this is identified involve the rest of the team to provide an opportunity for their input.

☐

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	Disrespect within the team and reduced cohesion with a particular team member
Referred to	1 on 1 discussion with the team member. Counselling offered and referred to HR department and or management.

☐

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

Answer

Maintain a positive attitude.

Lead by example.

Maintain open and honest communication with and within the team.

☐

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	Leading by example and providing a positive and open team environment so all team members form an integral part of the organisation.
With clients and customers	Strong positive yet approachable leadership so that that it is clear the client or customer has the best organisation and team for the job.

☐

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 Meeting	When the team are working in close proximity and feel comfortable having their input in this type of open forum.
Email	This option provides the team members to have their individual input without any concerns with doing this in a face to face team meeting. It allows anonymity and freedom of expression.
1 on 1 meeting	Provides an opportunity for each individual team member to provide feedback to the team leader and the team leader to do the same. Provides an opportunity for and concerns to be addressed. .



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

Answer

Have regular meetings.
Provide detailed reports



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

Answer

1. Training and personal development needs.
2. Equipment and resourcing for the tasks being undertaken.



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

Answer

1. Assist in identifying training required and requested. Make sure this training is scheduled and provided in a timely manner.
2. Provide accurate and up to date forecasts so that the required resources and equipment are available prior to the tasks that require them are undertaken.



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

Answer

Underperformance.

Inefficiencies in the work areas/tasks.

☐

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

Answer

Address the team or the individual and identify a solution. Alternatively negotiate with management. Performance expectations from management may be excessive.

Work with the team coordinator and the team members to identify what is the cause of this issue and what is required to improve.

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

Answer

A common case of this negotiation is with the allowance of resource hours at time of project procurement. Some tasks that have been identified at time of estimation take longer to complete when undertaking them on site due to unforeseen circumstances. An agreed duration needs to be negotiated between management and the site manager prior to the task commencing. Alternatively, management and the team leader may be able to come up with a solution to expedite these tasks.

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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 Matthew Jeffery

Participant signature 

Date 29/06/2020

Assessor name BRAD NOY.

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

MATT DEMONSTRATED CLEAR DIRECTION AND
DELIVERED A THOROUGH WORK PLAN & PRESTART
TO THE STAFF.

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:	Matthew Jeffery		
Name of observer:	BRAD NOY.		
Role of observer (Confirm suitability to sign)	OPERATIONS MANAGER.		
Email address of observer	brad@hatchman.com.au.		
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

MATT PREPARED ASSOCIATED DOCUMENTATION FOR A WORK PLAN AND ENGAGED WITH THE TEAM IN A POSITIVE MANNER TO ACHIEVE THE PROPOSED OBJECTIVES.