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| Assessment Title | Assessment 2 –  ‘Coordinate Team & Individuals’ |

## Competency Details

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| Unit code/s and title/s | BSBXTW401 Lead and facilitate a team |
| Qualification code/s and title/s | BSB40520 Certificate IV in Leadership and Management |
| Business unit/Work group | Business and Arts / Management |

## Instructions

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| Method/s of assessment | This is a knowledge (written) and practical (oral) assessment. |
| Overview of assessment | **Assessment 2 – Coordinating Team & Individuals**   * This is a knowledge & practical assessment * You will be assessed individually * There are two (2) tasks in total.   **Overview of the project**  This assessment project is based on you being a team leader for Bounce Fitness and requires you to coordinate with team and individuals. Specifically, you are required to:   * Communicate common team objectives and responsibilities to team members * Allocate tasks to team members based on staff expertise or development potential and provide appropriate instructions * Facilitate open and respectful communication and collaboration between team members, considering the needs of those from diverse backgrounds * Identify opportunities for cross collaboration amongst external and internal teams and individuals   This assessment is divided into two parts:   * + Task 2.1 Discuss Details of Team Task     - Conduct a meeting – oral recording   + Task 2.2 Identify Cross-Collaboration Opportunities     - Create a plan |
| For this assessment | This Assessment comprises of two (2) tasks in total.   * Read the questions carefully before you start your responses. * You are required to provide short answer responses for each question * You will access the below template and submit the completed template via TAFE SA Learn. * If you do not understand any of the questions, ask your trainer/assessor for help.   You will be given access to the simulated business, [Bounce Fitness](https://learn.tafesa.edu.au/course/view.php?id=14627) via TafeSA LEARN.  **Submission:**   * You are to submit your assignment via TAFE SA Learn * No email submissions will be accepted. |
| Time allowed | Submission required by the due date as indicated on LEARN |
| Location of assessment | At TAFE SA, or the workplace, or an environment with computer and internet access. The assessments will be completed in the student’s own time and submitted by the due date as indicated in the introductory email on LEARN |
| Decision making rules | To receive a satisfactory outcome for this assessment you must:   1. Complete Tasks 2.1 & 2.2 of this assessment as described above in **Tasks to be assessed** 2. You will provide enough detail in your responses to demonstrate process applied.   If assessed as unsatisfactory you will be provided feedback and given two (2) weeks to complete the resubmission against the same assessment tasks. |
| Assessment conditions | This assessment must be unsupervised and must conducted in a safe workplace or simulated environment and will include access to:   * legislation and regulations relevant to unit * workplace documentation and resources * software and technology |
| Resources required | TAFE SA facilities or a location with equipment and infrastructure required:   * Access to a computer with internet access * Access to the TAFE SA network * Access to LEARN * Microsoft office (Word, PowerPoint, Excel etc), Adobe Acrobat Reader * Unit Assessment Overview (UAO)   Specific resources for this assessment:   * Two volunteers who will play as your team members in the meeting * Computer with internet and email access and a working web browser * Installed software: MS Word, Adobe Acrobat Reader * Microsoft teams or Zoom, or a recording device of your own * [**Hierarchal Structure**](https://learn.tafesa.edu.au/mod/folder/view.php?id=1139336) on the Bounce intranet |
| Result notification and reassessment information | Result notification   * The assessment result will be satisfactory or not satisfactory. * Your educator will provide feedback through the LEARN platform. * Your educator will result a final grade for the unit at the end of each study period.   Reassessment   * All students are entitled to two attempts to achieve each assessment task within any unit enrolment period. * If you have been assessed as not satisfactory will be provided feedback you will be given two (2) weeks to complete the resubmission against the same assessment tasks. * Re-assessment timeframe will be negotiated with your assessor. |

**Task 2.1 Discuss Details of Team Task**

**BACKGROUND**

Following from Assessment 1 where you have Developed a Plan for your team you are now required to conduct a meeting with the team and allocate the tasks established and discuss contingencies

You will need the two (2) volunteers from assessment 1 who will play the roles of your team members in the meeting.

Ensure that your volunteer team has at **least two team members aside from yourself**. Your team **must come from diverse backgrounds.**

*Diversity refers to the differences present in each member of the team. These differences can include any of the following:*

* *race*
* *colour*
* *sex*
* *sexual orientation*
* *age*
* *physical or mental disability*
* *marital status*

**ASSESSMENT INSTRUCTIONS**

1. To complete this task, you must **conduct a meeting** wherein you must **allocate tasks** to your team members and **discuss the contingencies** planned. Ensuring that you use proper communication practices. You will take notes and document on the **meeting** **minutes.**

2. Locate the following templates found following:

* **Meeting Minutes -** use this template to record information discussed in your meeting.

**Review the instructions here:**

* Schedule a meeting with your team members.
* Discuss all requirements of the task and prepare these before the meeting.
* During the meetings you **MUST demonstrate the following skills (a-j)**:

1. F**acilitate the following types of communication between team members**:

* **Open communication**
  + Provide each team member a chance to speak
  + Ask for feedback regarding the team task and task assignments
* **Respectful communication**

Actively listen to each team member (e.g., not interrupting)

* + Use polite language in interacting with team members

1. Facilitate the following types of collaboration between team members:

* **Open collaboration**
  + Allow each team member to provide suggestions or opinions regarding the team task
  + Provide suggestions to encourage each team member to meet their expected outcomes, goals, and behaviours
* **Respectful collaboration**
  + - * + Apologise for any missteps that were made during the activity
        + Take each team member’s suggestions into consideration equally

1. Considers the needs of team members from diverse backgrounds, by:
   * Answer questions about the instructions patiently and with sufficient context
   * Use simple words as much as possible to ensure that all team members understand information

**d) Uses appropriate communication practices for:**

* **Communicating with team members**
* Speak clearly and at an even pace (e.g., does not talk too fast or too slow)
* **Facilitating activities**
* Answer questions about the activity instructions
* Provide context to activity instructions for team members from diverse backgrounds

**e) Establishes the following with team members to foster a positive team environment:**

* **Relationships**
* Greet each team member politely
* Allow each team member to share their thoughts
* **Rapport**
* Ask each team member about their interests
* Ask each team member open questions about appropriate topics

**f) Builds the following with team members to foster a positive team environment:**

* **Relationships**
* Ask each team member about themselves
* Avoid excessive sharing of their interests to the team
* **Rapport**
* Offer compliments to team members when appropriate
* Listen attentively to each team member by not interrupting

**g) Recognises the following:**

* **Perspectives of team members**
* Allow each team member to explain their perspectives
* Take into consideration each team member’s perspective before making a decision
* **Diversity of opinion**
* Take into consideration each team member’s opinion
* Speak reasonably when disagreeing with a team member’s opinions

**h) Provides appropriate instructions:**

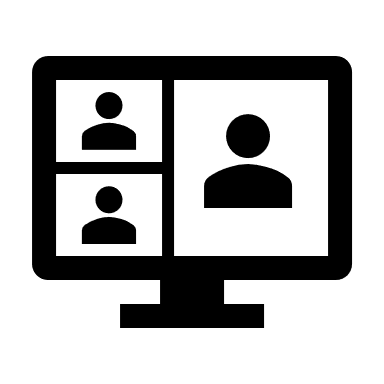
* + Provide sufficient context for each instruction
  + Consider the level of understanding that each team member has when giving instructions

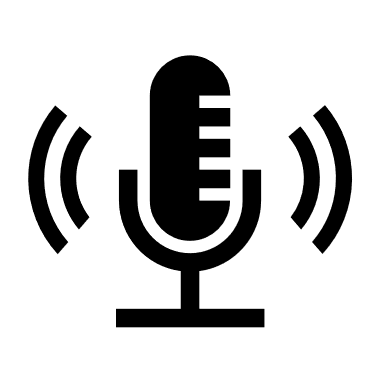
**i) Explain the following responsibilities as identified in the learner’s completed Team Responsibilities template:**

* + Discuss the ethical responsibility as identified in the ‘Ethical Responsibility’ section
  + Discuss the legal responsibility as identified in the ‘Legal Responsibility’ section
  + Discuss the regulatory responsibility as identified in the ‘Regulatory Responsibility’ section
  + Discuss the organisational responsibility as identified in the ‘Organisational Responsibility’ section

**j) Communicate common team objectives to team members:**

* + Take time to carefully explain the expected goals of each team member
  + Provide each team member with helpful suggestions to meet their expected goals

**Record the meeting**. We suggest you use Microsoft Teams, available through the TAFE SA Portal (apps), <https://portal.tafesa.edu.au/>, or another video/recording platform of your preference. Once recorded, you will need to share this with your lecturer on OneDrive, <https://portal.tafesa.edu.au/>.

Alternatively, you can do an **AUDIO only recording** and load this directly onto LEARN

1. **During the meeting, discuss the following information:**

a. Information found in the completed **Team Responsibilities template in Task 1.1:**

* The Team task
* Explain how the team task and individual responsibilities are based on the required ethical, legal, regulatory & the organisational requirements.

b. At least **one task assignment for each team member**. These must be in line with the team task identified in the completed **Team Responsibilities template in Task 1.1.**

Use either staff expertise or staff development potential identified for each team member as basis for delegating task assignments.

* If you are delegating task assignments based on staff expertise, ensure that the tasks you delegate correspond to the specific fields that each team member is proficient in.
* If you are delegating task assignments based on staff development potential, ensure that the tasks you delegate correspond to the possible fields that each team member can become proficient in

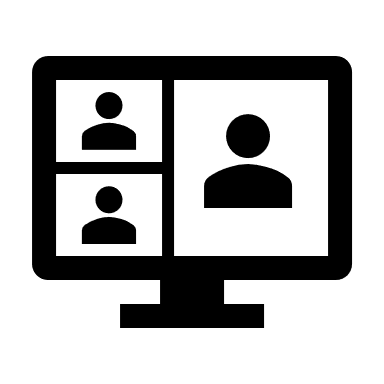
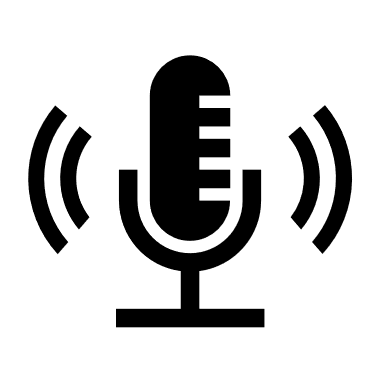
Ensure to provide appropriate instructions when delegating task assignments to your team members.

c. Information found in each completed **Performance Plan for each team member in Task 1.1:**

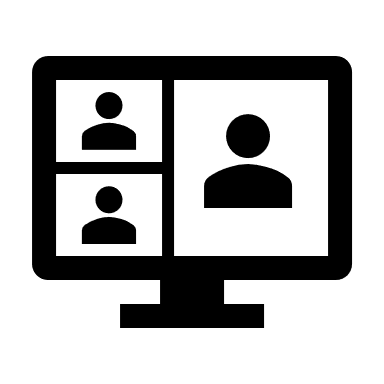
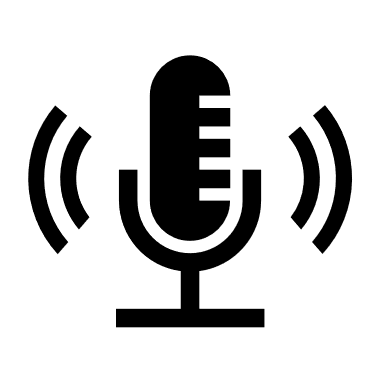
* + Staff expertise or staff development potential
  + Expected outcomes
  + Expected goals
  + Expected behaviours

d. Information found in the completed **Work Accountability Strategies from Task 1.2**

e. Information found in the completed **Contingency Plan from Task 1.2**

OR Record the discussion in the **Meeting Minutes template** **following**

6. **Submit the following to your assessor:**

* 1. Completed Meeting Minutes template on LEARN
  2. Video recording via OneDrive, <https://portal.tafesa.edu.au/> OR Audio recording onto LEARN

**Assessment 2 Templates**

**2.1 Meeting Minutes**

|  |  |  |
| --- | --- | --- |
| **Date:** | **Time:** | **Location:** |
| **Purpose of the meeting** |  | |
| **Facilitator** |  | |
| **Notetaker** |  | |
| **Attendees**  *Please sign beside your name after the meeting.* |  | |

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| **Agenda Item 1 Team Responsibilities Template** | |
| Discussion |  |
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| **Agenda Item 2 Task Assignments** | |
| Discussion |  |
|  | |

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| **Agenda Item 3 Performance Plans for Each Team Member** | |
| Discussion |  |
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| **Agenda Item 4 Work Accountability Strategies** | |
| Discussion |  |
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| **Agenda Item 5 Contingency Plans** | |
| Discussion |  |
|  | |

**Task 2.2 Identify Cross-Collaboration Opportunities**

**ASSESSMENT INSTRUCTIONS**

Locate the **Collaboration Opportunities template** following. To complete this template:

1. Identify at least **one opportunity for cross-collaboration** for each of the instances provided below. Ensure that the identified opportunities are in line with the tasks assigned to each team member in Task 2.1.

i. **External team collaboration** relevant to the team’s task

*External team refers to teams from a different department/office within the BOUNCE group. Refer to the* [**Hierarchal Structure**](https://learn.tafesa.edu.au/mod/folder/view.php?id=1139336)*on the Bounce intranet*

ii. **Internal team collaboration** relevant to the team’s task

*Internal team refers to teams within the same department/ within the BOUNCE group.*

iii. **One-on-one collaboration** relevant to each team member’s task assignment

*One-on-one collaboration refers to collaboration between the members of your team.*

**b.** For each identified cross-collaboration opportunity, identify the following:

i. At least two persons involved in each opportunity.

The persons identified must include:

At least one team member

*Ensure that the team members indicated for the external and internal team collaboration*

*opportunities are different, e.g.*

*o Team Member 1 participated in the external team collaboration opportunity*

*o Team Member 2 participated in the internal team collaboration opportunity*

*The name of each team member must be indicated for the one-on-one collaboration opportunity identified.*

At least one other person involved in the opportunity

Complete: - planned date of implementation, expected outcome, implementation date & follow up date to check outcomes

2. **Submit the completed Collaboration Opportunities template to your assessor on LEARN**

**2.2 Collaboration Opportunities template**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Completed by** |  | | | | | | | |
| **Workplace/ Organisation** |  | | | | | | | |
| **Date Completed** |  | | | | | | | |
| **Cross- Collaboration Opportunity** | **Persons Involved in the Opportunity** | | **Planned Date of Implementation** | | **Expected Outcome** | | **Implementation date** | **Follow up date to check outcomes** |
| 1. External team collaboration |  | |  | |  | |  |  |
| 1. Internal team collaboration | |  |  | |  |  |  |  |
|
| 1. One-on-one collaboration | |  |  |  | |  |  |  |