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| Assessment Title | Assessment 4 – Support the team |

## 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 | Knowledge (written) & Practical (oral) |
| Overview of assessment | **Assessment 4 – Support the Team**   * 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 provide coaching to staff to enhance workplace culture   * Support individuals according to organisational requirements to work towards common team goals * Facilitate team to identify, brainstorm, report and resolve task related issues and inefficiencies * Use problem solving skills to deal with any team, task, or individual challenges   This assessment is divided into two(2) parts:  **Assessment 4 – Support the team**   * + Task 4.1 Identify task issues & inefficiencies + provide support   + Task 4.2 Identify, address challenges & implement actions |
| For this assessment | This Assessment comprises of two (2) tasks in total.   * Students are required to provide researched answers for two (2) tasks using the templates provided to them. * 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 |

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| 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 all tasks 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:   * relevant workplace documentation and resources * case studies and, where possible, real situations * interaction with others |
| 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 Outline (UAO)   Specific resources for this assessment:   * Two volunteers who will play as your team members * 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 * **Bounce policies and procedures** relevant to: * [Conflict Resolution Policy & Procedures](https://learn.tafesa.edu.au/pluginfile.php/1928963/mod_folder/content/0/Conflict%20Resolution%20Policy%20and%20Procedure.pdf) * [Progressive Discipline Policy](https://learn.tafesa.edu.au/pluginfile.php/1928963/mod_folder/content/0/Progressive%20Discipline%20Policy.pdf) |

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| 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. |

**Part 4 Case Study Overview**

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| **Teamwork Challenges** |
| You are currently working as a team lead in Bounce Fitness.  You have noticed in recent reports and customer complaints that there seems to be issues within your team’s performance.  As team lead, it is your duty to help resolve these issues to improve performance in the workplace.  Reviewthe case study scenarios outlined below before starting Task 4.1. |

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| **Conflict with Clients** |
| Two of your customers, a married couple, are unhappy with the service your team member recently provided. Their complaint is that your team member had been very inappropriate towards them. Your team member had flirted with one of the customers, and upon rejection of their advances, was indifferent to the customers’ concerns. The customers had to request service from a different team member to attend to their concerns.  Due to this, the other team member was unable to attend to the concerns of other customers. The customers they were unable to attend to were not satisfied and had also filed a complaint about their performance.  As team leader, you are accountable for your team members. You are to facilitate a meeting to coach your team members to improve their behaviour and performance.  Access the character brief required for this case study scenario from the link provided below:  [**Conflict with Clients Character Brief**](https://learn.tafesa.edu.au/mod/resource/view.php?id=1196101&redirect=1)  Discuss the character brief with your volunteers before conducting your role play activity. |
| **Safety Hazards** |
| A recent customer complaint has been filed to you regarding the equipment and facilities of Bounce Fitness.  According to the complaint, one of the treadmills is malfunctioning. The customer reported that the treadmill’s speed varies involuntarily as they are running. The customer had also reported that some hand weights were not put away and were scattered around the facilities.  You ask the team member who was assigned to this duty what happened. They had explained that they were unable to completely check the equipment due to another team member inviting them to join them on their break. The assigned team member had complied despite not being on their own break schedule. Bounce Fitness has a rule that each team member is to take their break one at a time. This means that if one team member is on break, the other team member must remain on duty to attend to customers.  This has caused both your team members to argue with one another on who is at fault.  As a fitness instructor, you are to facilitate a meeting to resolve these safety hazards in the workplace.  Access the character brief required for this case study scenario from the link provided below:  [**Safety Hazards Character Brief**](https://learn.tafesa.edu.au/mod/resource/view.php?id=1196104&redirect=1)  Discuss the character brief with your volunteers before conducting your role play activity. |

**Task 4.1 Identify Task-Related Issues and Inefficiencies & provide support**

**4.1 Organisational Requirement Outline**

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| **Completed  By** | Andre Alexandrov |
| **Workplace/ Organisation** | Bounce Fitness |
| **Date  Completed** | Andre |
| **Organisational Requirement for Supporting Individuals** | |
| **Bounce Fitness Document** | **Code of Ethics** |
| **Requirement:** | |
| It is the responsibility of each Bounce Fitness employees to contribute to the continued development of the profession  through the critical evaluation of professional practice, research, apprenticeships, continuing education and  membership of the association. | |
| **Organisational Requirement for Managing Conflict** | |
| **Bounce Fitness Document** | Conflict Resolution Policy and Procedure |
| **Requirement:** | |
| An employee who considers that they have a dispute or grievance should raise the matter with  their immediate supervisor as a first step towards resolution. The two parties should discuss the  matter openly and work together to achieve a desired outcome | |

**4.1 Meeting Minutes**

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| **Date:** 10/10/2023 | **Time:** 4:30 | | **Location:** Online |
| **Purpose of the meeting** | Andre | | |
| **Facilitator** | Andre | | |
| **Notetaker** | Andre | | |
| **Attendees** | Andre Alexandrov, Simon Johnson, Chanmonich Phe | | |
| **Agenda Item 1 Case Studies** | | | |
| Discussion | |  | |
| * The meeting was opened with an introduction of each member and thanking them for joining. * The issues to be discussed where introduced, the first case was started with Simon going over his side. * It was expressed that each person can share their side of the story before any judgment will be passed. | | | |
| **Agenda Item 2 Task-Related Issues** | | | |
| Discussion | |  | |
| Case 1:  Simon explained that he is new to the company and is unfamiliar with the Bounce code of conduct.  Simon has conveyed that his comments where not meant to be flirtatious and where misinterpreted.  Simon explained that he ignored the issue as he felt uncomfortable in the situation.  Simon mentioned that he could have apologised to the customers.  Chanmonich has apologised for leaving her customers to help Simon.  She explained that she helped because the customers seemed quite upset and that she would have asked someone else to help but no one was around.  Case 2:  Simon again explained that he is a new employee and isn’t fully aware of the policies regarding who needs to be on the floor.  Chanmonich explained that she only wanted to talk with Simon for a few minuets and did not think it would be a big deal and when she asked him, he was available.  Simon added that he went with Chanmonich as he wanted to fit in with the other workers. | | | |
| **Agenda Item 3 Task-Related Inefficiencies** | | | |
| Discussion | |  | |
| Case 1:  Both Simon and Chanmonich had mentioned that the lack of proper procedure for these situations made everything inefficient.  Chanmonich had felt that an inefficiency was essentially caused by Simon just dropping his customers to Chanmonich without any thought of her and her customers.  Chanmonich has alluded to not feeling fully supported as there where no other staff to help with her customers or to deal with Simon’s customers.  Case 2:  The main inefficiency found was that if someone is away for any reason there is a chance that issues can be missed.  It was also noted just how much of an impact having less knowledge of the policies can impact others. | | | |
| **Agenda Item 4 Action Items** | | | |
| Discussion | |  | |
| Case 1:  Simon mentioned that in future he can apologise to avoid conflict.  It was also mentioned to have a better hand off process to make these situations easier and more efficient to deal with, also taking some of her clients for the time being to lessen her load.  There should also be a familiarity for these situations something like a webinar could be useful.  Case 2:  Simon and Chanmonich again mentioned having something like a webinar to go over the rules again.  I had mention maybe adding a poster that does over the main rules in the workplace to always remind everyone of the rules. | | | |

**4.1 Issues and Inefficiencies Plan – Case Study 1**

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| **Completed by** | Andre | | | | |
| **Workplace/Organisation** | Andre | | | | |
| **Date Completed** | Andre | | | | |
| **Task-Related Issue & Task Related Inefficiency** | **Action Item** | **Planned Date of Implementation** | **Expected Outcome** | **Implementation date** | **Follow up date to check outcomes** |
| 1. Task Related Issue - | Andre | Andre | Andre | Andre | Andre |
| 1. Task Related Inefficiency – | Andre | Andre | Andre | Andre | Andre |

**Issues and Inefficiencies Plan – Case Study 2**

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| **Completed by** | Andre | | | | |
| **Workplace/Organisation** | Andre | | | | |
| **Date Completed** | Andre | | | | |
| **Task-Related Issue** | **Action Item** | **Planned Date of Implementation** | **Expected Outcome** | **Implementation date** | **Follow up date to check outcomes** |
| 1. Task related issue - | Andre | Andre | Andre | Andre | Andre |
| 1. Task related inefficiency - | Andre | Andre | Andre | Andre | Andre |

**Follow Up Email to Team After Meeting:**

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| --- | --- |
| **To:** |  |
| **From:** |  |
| **Date:** |  |
| **Subject:** |  |
| [Insert content here] | |

**Task 4.2 Identify & address challenges**

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| **ASSESSMENT INSTRUCTIONS** |
| * Review the case studies below. * Locate the **Workplace Challenges** template following. To complete the template, you must:   1. Identify at least **one of case studies** you want to address:      + Team Challenges      + Task Challenges      + Individual Challenges   2. Based on the case study you chose, record the following in the **Workplace Challenges** template: * At least one challenge   *Challenges identified must correspond with the problems present in the case studies.*   * At least one Bounce Fitness policy or procedure document relevant to each challenge. Use the links below to access Bounce Fitness’s Policies and Procedures: * [**Bounce Fitness Policies**](https://learn.tafesa.edu.au/course/view.php?id=14627#section-4) * [**Bounce Fitness Procedures**](https://learn.tafesa.edu.au/course/view.php?id=14627#section-5)   *The policy and procedure document is relevant if it contains requirements on how to address your identified challenge.*   * At least one requirement from the policy and procedure document accessed relevant to the identified challenge   *The requirement identified is relevant if it specifically states how the workplace challenge identified can be addressed.* |

* At least one action item to address the identified challenge. Action item must follow the identified procedure.
* Planned implementation date for the identified action item and date when outcomes will be reviewed.
* Implement each action item by emailing the team details on what is to be undertaken and advise when it will be reviewed.

Submit the following to your assessor on LEARN:

* 1. **Completed Workplace Challenges** document.
  2. **Email to team** to implement action plan for workplace challenge.

**‘Challenges’ Case Studies**

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| **Team Challenges** |
| As team lead, you’ve recently noticed that your team seems to be facing challenges with regards to their performance. You’ve conducted a discussion with each team member and upon collation of the discussion notes, you’ve noticed that there are common problems throughout the team.  One common problem is lack of communication; project updates are not being communicated and researched information are not being shared among the team. The other common problem is conflict in opinions and methods; your team members are unable to compromise with each other and just end up constantly disagreeing with each other. |

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| **Task Challenges** |
| You have noticed that each of your team members have been reporting project delays more often than usual. You have decided to check with each of your team members on what seems to be affecting their performance.  After an individual check-up session with each of your team members, you’ve noticed that there seems to be common difficulties in performing tasks.  One of those difficulties is poor time management. Your team members are unable to plan their projects accordingly, causing frequent shifts in schedule. Another difficulty noted is the constant crashing of the applications used for projects, impacting quality and time for project output. |

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| **Individual Challenges** |
| You’ve recently reviewed your team’s overall key performance indicators (KPIs) and noted that your team’s performance has not been meeting KPIs lately. You’ve checked up on each of your team members just to see how they’re doing for the week.  Each team member has shared some difficulties that are personal in nature. One of your team members note that they have trouble fitting in the workplace, causing them to become withdrawn and not open to communication with others in the workplace.  Another concern your team member brings up is their lack of focus; they are easily distracted from their work, impacting their allocated time and their project output. |

**4.2 Workplace Challenges Action Plan**

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| **Completed by** | Andre Alexandrov | | | |
| **Workplace/Organisation** | Bounce Fitness | | | |
| **Date Completed** | 10/10/2023 | | | |
| **Title of Case Study** | Communication Challenges | | | |
| **Workplace Challenge to Address** | Lack of communication | | | |
| **Bounce Fitness Policy and Procedure** | Communication Policy | | | |
| **Requirement of Policy and Procedure relevant to case study chosen.** |  | | | |
| **Action Item** | **Planned Date of Implementation** | **Expected Outcome** | **Implementation date** | **Follow up date to check outcome** |
| Create a standard way to share researched information and completed documents, have everything stored in a centralised location for everyone to pull from. Create documentation for the implementation.  Create standard methods for researching and completing documents, use open-source methods that are in common use in the work force.; | 20/10/2023 |  | 20/10/2023 | 23/10/2023 |

**Email Template to Implement Actions:**

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| **To:** |  |
| **From:** |  |
| **Date:** |  |
| **Subject:** |  |
| [Insert content here] | |