Assessment Task 1: Knowledge Questions

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| Course code and title | **ICT50220 Diploma of Information Technology** |
| Unit code and  title | **BSBXTW401 Lead and facilitate a team** |
| Due date | As on Moodle |
| Resources  required | Provided:   * Access to BSBXTW401 Moodle Site * Access to Team No. Site (in Microsoft Teams) * Access to computer and internet * Microsoft Word Application   Available in Moodle :   * BSBXTW401\_Learner Resources v1.0.docx * BSBXTW401\_Assessment Task 1.docx * MP Tech Solution Profile.docx |
| Decision making rules | To achieve an overall satisfactory result for this assessment task:  • All questions must be answered satisfactorily |
| Learner  instructions | This task is a set of written questions.  For this task you will:   * Complete it individually. * Write answers to all questions * Complete it in your own time and submit it by the due date. * Have time to read and review the assessment task in class. * Save and rename it to BSBXTW401\_Assessment Task 1 Student ID StudentName.docx * When submitting you must agree (by clicking on the ‘I confirm’ radio button) with the assessment submission terms and condition in Moodle site prior to the submission. * Submit your answers electronically via Moodle in the Assessment Task 1 folder in BSBXTW401 Moodle site, (or in hard copy to your assessor, including the signed cover sheet and Learner declaration)   If you have any questions about the task or concerns about your ability to complete the task, please discuss this with your Assessor. |

# Knowledge Questions

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| 1 | State and describe 2 legislation requirement that are relevant to workplace.  (20 to 30 words per response) | | |
|  | ANSWER | Satisfactory | Not satisfactory |
| 1. | 1. Equal Opportunity Act 2010   Discrimination based on attributes such as race, sex and disability is prohibited in employment, education and the provision of goods and services. |  |  |
| 2. | 1. Privacy Act 1988   Protect personal information and set out the responsibilities and obligations of organizations when processing personal information. |  |  |

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| 2 | Name and briefly describe the purpose of 3 workplace policies relevant to workplace team. Provide an example each on how it is applied in their workplace.  (20 to 30 words per response) | | | | |
|  | ANSWER | | | Satisfactory | Not satisfactory |
|  | **Name of Policy** | **Description** | **Example of how it is applied in workplace** |  |  |
| 1. | Organisational reputation policy | An organizational reputation policy outlines guidelines and expectations for employees regarding behaviors and actions that could affect the reputation of the company | In a workplace, employees are instructed to maintain professionalism and integrity in all interactions with clients or customers. |  |  |
| 2. | Mobile phone policy | A mobile phone policy sets rules and guidelines for the use of mobile devices within the workplace premises. | In a workplace, the mobile phone policy may stipulate that personal phone usage is permitted only during designated break times or in emergencies. |  |  |
| 3. | Anti-discrimination and harassment policy | An anti-discrimination and harassment policy establishes the organization's commitment to providing a workplace free from discrimination, harassment, and retaliation. | In a workplace, the anti-discrimination and harassment policy may state that all employees are entitled to work in an environment free from discrimination based on factors such as race, gender, religion, or sexual orientation. |  |  |

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| **3** | **Describe the impact of code of conduct on workplace teams.  (20 to 30 words per response)** | | |  |
|  | Answer | * Satisfactory | * NOT satisfactory | |
| An effectively crafted code of conduct clearly communicates an organization's core values and principles, aligning them with professional standards of behavior. It delineates the values that an organization aims to cultivate within its leaders and employees, thereby outlining anticipated conduct. Consequently, a documented code of conduct or ethics serves as a yardstick for evaluating both team members and organizational performance. | | | | |

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| 4 | List 3 ways an organisational culture and reputation can provide positive impact on workplace team.  (5 to 15 words per response). | | |
|  | ANSWER | Satisfactory | Not satisfactory |
| 1. | Increased employee engagement  A workplace imbued with a strong organizational culture, driven by purpose and clear expectations, fosters heightened employee engagement.  This environment motivates and inspires employees to actively participate in their work responsibilities and collaborate effectively with others. Consequently, it cultivates a high level of workforce engagement, which in turn boosts productivity.  The deep connection to the organization and its people creates an atmosphere of positivity that is palpable. |  |  |
| 2. | Decreased turnover  Employees who feel valued and respected within a company are less inclined to seek opportunities elsewhere. Hence, it is imperative for organizations to nurture a robust organizational culture that aligns with their core values and mission statement. Contented employees translate to lower turnover rates, resulting in cost and time savings for companies in recruitment processes. Maintaining and enhancing a strong culture requires ongoing efforts by companies. |  |  |
| 3. | Elevated productivity  Equipping employees with the necessary resources and tools essential for success significantly enhances overall productivity and performance levels. Organizational culture plays a crucial role in shaping the workplace structure, facilitating collaboration among individuals with similar skill sets. Teams composed of members with shared backgrounds and expertise tend to work more efficiently together when undertaking company projects. |  |  |

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| 5 | Provide 2 negative impact that a staff/workplace culture can have on the organisation’s reputation. This is referring to negative culture in the workplace.  (5 to 15 words per response). | | |
|  | ANSWER | Satisfactory | Not satisfactory |
| 1. | In an organizational culture where work quality is not valued, employees lack motivation to strive for workplace benefits. |  |  |
| 2. | A culture that condones inappropriate conduct encourages other employees to mimic such behaviour. |  |  |

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| 6 | List and describe the importance of 5 facilitation techniques that can be implemented to encourage team cohesion and effectiveness amongst them.  (20 to 40 words per response) | | |
|  | ANSWER | Satisfactory | Not satisfactory |
| 1. | Practice reflective listening. |  |  |
| 2. | Build connections with team members beyond their roles. |  |  |
| 3. | Maintain eye contact and actively listen. |  |  |
| 4. | Acknowledge employees for their contributions. |  |  |
| 5. | Offer training and development opportunities. |  |  |

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| 7 | Assume that you have been promoted as team leader for an animation development project. Describe 3 mentoring and coaching techniques that can be used to support a team member who is slacking in meeting the deadlines of the project milestones.  (20 to 30 words per response) | | |
|  | ANSWER | Satisfactory | Not satisfactory |
| 1. | Pose guiding questions:  Utilize open-ended, guiding questions to prompt detailed and thoughtful responses, fostering more productive coaching discussions. Developing strong relationships with team members is essential for leaders. This enables them to gauge team members' curiosity, capacity for growth, and their attitude towards their work effectively.  Effective communication skills and emotional intelligence play crucial roles here. Team leaders should steer conversations through inquiry and attentive listening rather than issuing directives. Team members experience the most significant growth when they uncover answers themselves. |  |  |
| 2. | Acknowledge successes:  Effective coaching entails striking a balance between critique and commendation. Focusing solely on shortcomings and necessary changes during coaching sessions can be demoralizing rather than motivating.  Recognizing team members' achievements serves as a foundation for discussing areas of improvement. However, it's essential to avoid shallow praise typical of the "compliment sandwich" approach, which often feels insincere. Instead, take the time to genuinely appreciate specific accomplishments and express recognition accordingly. |  |  |
| 3. | Listen and empower:  Coaching involves both encouragement and empowerment. As a manager and leader, it's your responsibility to cultivate individual relationships with team members that foster enhanced performance.  Team members are likely to offer valuable input, questions, and feedback. Encouraging them to voice their opinions demonstrates your commitment to listening and respecting their perspectives.  While some team members may readily share their thoughts, others may require additional encouragement. Once they do open up, it's crucial to engage in constructive discussions rather than dismissing their input. |  |  |

## Learner Declaration (hard copy submission only)

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| Please read, tick and sign below | | | |
| * I declare that the attached assessment I have submitted is my own original work and any contributions from and references to other authors are clearly acknowledged and noted. * This document has been created for the purpose of this assessment only and has not been submitted as another form of assessment at Melbourne Polytechnic or any other tertiary institute. * I have retained a copy of this work for my reference in the event that this application is lost or damaged. * I give permission for Melbourne Polytechnic to keep, make copies of and communicate my work for investigating plagiarism and/or review by internal and external assessors. * I understand that plagiarism is the act of using another person’s idea or work and presenting it as my own. This is a serious offence and I will accept that penalties will be imposed on me should I breach Melbourne Polytechnic’s plagiarism policy. | | | |
| Learner Signature | WangYiZhuo+S1554654 | Date | 2024-3-29 |
| Please note that your asSESSMENT will not be accepted unless you have:   * Completed all sections of the assESSMENT * Acknowledged all sources of other people’s contributions including references and Learners’ names for group work assessments * Completed all areas of this Learner aSSESSMENT cover sheet. | | | |

# Assessment Task Summary: Task 1 - Knowledge Questions

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| Trainer/Assessor to complete the following:  **THE LEARNER:** | | | Yes | No |
| 1. | Satisfactorily answered all questions | |  |  |
| feedback | | | | |
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| OVERALL TASK result | | | | |
| ☐ Satisfactory  ☐ Not Satisfactory (resubmission required) – Due date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | |
| Date Assessment Returned | |  | | |
| Trainer/assessor Name | |  | | |
| Trainer/Assessor signature | | X | | |

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| **LEARNER DECLARATION**: Please read, tick and sign below | | | |
| * I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have been advised of the outcome of this assessment task.   PRINT NAME | | | |
| LEARNER Signature | X | Date |  |