Assessment Task – BSBXTW301

|  |  |
| --- | --- |
| **Assessment Information** | |
| **Unit/s of Competency** | **BSBXTW301 Work in a team** |
| **Learner Name** |  |
| **Location** |  |
| **Due Date** |  |
| **Assessment Summary** | For this assessment the learner needs to complete the following tasks:   1. Knowledge Questions 2. Project   Your assessor will provide you with feedback throughout the assessment process. If you are assessed as not-yet-satisfactory, your assessor will provide you with another opportunity to demonstrate competency. This may include additional evidence, verbal questions to confirm understanding or alternative tasks. |
| **Assessment Conditions** | Mandatory conditions for assessment include:   * A safe working or simulated environment |
| **Level of Performance** | **AQF Expectations for Level 3**  Learners at this level will have theoretical and practical knowledge and skills for work and/or further learning.  Learners at this level will have factual, technical, procedural and some theoretical knowledge of a specific area of work and learning.  Learners at this level will have a range of cognitive, technical and communication skills to select and apply a specialised range of methods, tools, materials and information to:  Complete routine activities  Provide and transmit solutions to predictable and sometimes unpredictable problems  Learners at this level will apply knowledge and skills to demonstrate autonomy and judgement and to take limited responsibility in known and stable contexts within established parameters. |
| **Reasonable Adjustment** | Adjustments such as larger print of documents and assessment tools and forms to assist those with visual difficulty. Assessments may be broken down into shorter/longer lengths of time where applicable, for those with learning needs.  Questioning may be conducted verbally instead of written for this unit. |

**Version Control**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Version** | **Date** | **Details** | **Author** | **Approved** |
| 1.0 | Nov 2019 | Created | C. Damer |  |
| 2.0 | Nov 2020 | Updated format | C. Damer | N. Montgomerie |
| 3.0 | April 2021 | Complete re-write with ICT Focus | K. Lysle |  |

# Task 1 – Knowledge Questions

## Learner Instructions

Complete the following knowledge questions based on the unit of competency knowledge requirements. This task must be completed individually. You may refer to your learning materials for assistance unless advised otherwise by your Assessor. For multiple choice questions, tick the correct answer/s (some questions may have more than one correct answer). Your assessor will provide you with a second attempt to answer any incorrect questions.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **1.** | Teams must work in accordance with organisational policies, procedures, codes of conduct and company culture. Which of the following organisational requirements support effective teams? | | | | **🗸 Tick correct answer/s** |
| a. | Work cooperatively and respect each other’s opinions | | | |  |
| b. | Keep your individual progress private unless it is requested | | | |  |
| c. | Team members should avoid addressing issues and let them resolve organically | | | |  |
| d. | Feedback should be about behaviour and not personality | | | |  |
| e. | Team meetings must conduct so that all members, including remote, can attend | | | |  |
| f. | Team structures should only include people from the same culture with the same abilities | | | |  |
| g. | Engage in regular, positive communication that reinforces the value of the work people do | | | |  |
|  | | Satisfactory response: | Yes | No | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **2.** | Successful teams require effective communication with all team members, including remote members. Which of the following tools and techniques promote effective remote communication? | | | | **🗸 Tick correct answer/s** |
| a. | Equip your team with the right communication tools, such as phone, mobile, video conference, digital tools and software | | | |  |
| b. | Keep time zones in mind when scheduling meetings and appointments | | | |  |
| c. | Hold separate meetings from remote workers so members can collaborate more effectively | | | |  |
| d. | Create shared documentation spaces so all members can access relevant information, such as Trello, Google Drive or Dropbox | | | |  |
| e. | Remote workers do not need to comply with the same company culture as local workers | | | |  |
| f. | Write clear creative briefs for every project | | | |  |
| g. | Monitor remote workers no more than once a week | | | |  |
|  | | Satisfactory response: | Yes | No | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **3.** | Teams need to communicate clearly and respectively, considering the needs of those from diverse backgrounds and roles. Which of the following methods and techniques considers these needs? | | | | **🗸 Tick correct answer/s** |
| a. | Use slang and jargon in everyday language so culturally diverse members can learn | | | |  |
| b. | Research cultures to learn how to maintain appropriate etiquette | | | |  |
| c. | Restate or summarise what they said to ensure that you have understood them correctly | | | |  |
| d. | Tell lots of jokes to show people you are friendly regardless of diverse backgrounds or roles | | | |  |
| e. | Break sentences into short, definable sections but don’t speak too slowly and seem patronising | | | |  |
| f. | Minimise communication with those that don’t speak well to avoid uncomfortable conversations | | | |  |
| g. | Ask open-ended questions that require information as a response instead of ‘yes’ or ‘no’ | | | |  |
|  | | Satisfactory response: | Yes | No | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **4.** | Teams need to communicate effectively with individuals with special needs and disabilities. Which of the following methods and techniques encourage effective communication? | | | | **🗸 Tick correct answer/s** |
| a. | Use a normal tone of voice and do not raise your voice unless asked to | | | |  |
| b. | If you don’t understand after the third time just pretend you do to avoid offending anyone | | | |  |
| c. | Regularly tell the person they are superhuman, courageous and special | | | |  |
| d. | Ask the person what will help with communication and put in place strategies that are available | | | |  |
| e. | Speak directly to the person rather than the person with them | | | |  |
| f. | Reword rather than repeat anything that is not understood | | | |  |
| g. | Offer assistance if it appears needed and don’t take no for an answer | | | |  |
|  | | Satisfactory response: | Yes | No | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **5.** | When a team has clear goals to achieve and gets regular feedback, their performance and overall effectiveness improves. | | | | **🗸 Tick correct answer/s** |
| a. | True | | | |  |
| b. | False | | | |  |
|  | | Satisfactory response: | Yes | No | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **6.** | It is important to provide feedback therefore the currency of the information is irrelevant. | | | | **🗸 Tick correct answer/s** |
| a. | True | | | |  |
| b. | False | | | |  |
|  | | Satisfactory response: | Yes | No | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **7.** | Team members need to communicate personal commitments in a timely manner to ensure team progress and goals are not impacted. | | | | **🗸 Tick correct answer/s** |
| a. | True | | | |  |
| b. | False | | | |  |
|  | | Satisfactory response: | Yes | No | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **8.** | Work teams will encounter problems and issues at different times. Which of the following team dynamics could negatively impact team performance and outcomes? | | | | **🗸 Tick correct answer/s** |
| a. | Clear team rules | | | |  |
| b. | Difficulty making decisions | | | |  |
| c. | Absence of team identity | | | |  |
| d. | Mutual trust and respect | | | |  |
| e. | Inability to resolve conflicts | | | |  |
| f. | Lack of participation | | | |  |
| g. | Ineffective leadership | | | |  |
|  | | Satisfactory response: | Yes | No | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **9.** | If placing a customer’s job in a PENDING state – causes the job completion countdown timer to be paused, which of the following would be appropriate reasons for placing a customer’s job in the PENDING state? – **select ALL correct answers** | | | | **🗸 Tick correct answer/s** |
| a. | Because it is a tricky job and you do not want to have to deal with it just yet | | | |  |
| b. | Because you have requested additional critical information from the customer, and you are unable to proceed until they provide it | | | |  |
| c. | Because the customer has asked you to “put it on hold for a while” while they decide if they want to keep using it | | | |  |
| d. | Because the job completion timer has almost expired and you need more time | | | |  |
| e. | Because you are waiting on replacement parts from a manufacturer to arrive | | | |  |
| f. | Because it is the only way to prevent it from breaching the SLA job completion timer | | | |  |
| g. | Because your colleague told you to | | | |  |
|  | | Satisfactory response: | Yes | No | |

# Task 2 – Project

## Learner Instructions

This project contains three separate activities. While completing these activities you will be required to:

* Answer questions or copy evidence (screenshots or similar) in the spaces provided

At the completion of this assessment, you will need to submit the following to your assessor:

* This completed workbook

**Scenario:**

You are a newly employed ICT Support person for "**SSICT Solutions**" - a company that specialises in supporting small to medium sized businesses with managing their ICT systems (Servers, Workstations, Mobile Devices, Applications and Data Management) and supporting their end users (staff) with their day-to-day ICT problems and/or needs.

SSICT Solutions is comprised of Six (6) Level 1 support teams – with each team servicing a specific set of customers. Each of the 6 different support teams contains 6 x Level 1 support staff – known as Support Technicians plus a single Level 2 support team leader – known as a Senior Support Technician. It is the team leaders responsibility to assign or re-assign jobs to the members of their support team.

Having recently completed your new employee induction – you have been assigned to the “Orange Team”

Your team’s customers contact you to report problems in a variety of ways - including telephone, email, text message as well as an online incident reporting system. Every time a customer contacts you – you must capture all their details in a customer incident report form. This form must then be used to track the customer’s problem or request through to completion.

In addition to each of the colour coded support teams – SSICT Solutions has a number of dedicated “Resolver teams” – these teams are made up of highly skilled Level 3 staff members and are grouped based upon their area of expertise – such as Domain Administrators, Network Administrators, Database Administrators, SharePoint Administrators and more. Whenever one of the support teams is unable to resolve a user’s problem – the issue would be escalated to the most appropriate Resolver team to solve.

All SSICT Solutions team members (both Support and Resolver teams) are to always be polite and courteous when dealing with customers. All work is to be completed in a timely manner, with various jobs being actioned based on each job’s assigned priority value. Support and Resolver staff should always be aware of the amount of time remaining on each individual job’s “SLA Completion Timer” (SLA = Service Level Agreement). If it looks like a customer’s job might not be completed within the allocated timeframe – the person who currently has the job assigned to them MUST contact the customer prior to the SLA timer expiring and explain the reason for the non-completion

Each of the Support teams has a number of customer service related goals, but their main team related goal is to “never let and customer’s job breach the SLA” (never let a jobs SLA time remaining reach zero) – as such – each team member is responsible to not only look after the customer jobs assigned to them, but they are also responsible to keep their eye on the entire support teams list of assigned jobs and remind/assist each other as appropriate to make sure that all jobs are completed in a timely manner.

## Activity 1 – Responsibilities of Team members

Based on the above scenario – use the boxes below to answer each of the following questions:

1. List your two (2) main responsibilities to your customers

|  |
| --- |
| Supporting customer management their system  Supporting induvial user problem that they have and help them with it |

1. How should you act when dealing with customers?

|  |
| --- |
| All SSICT Solutions team members (both Support and Resolver teams) are to always be polite and courteous when dealing with customers. |

1. What must you do each time you are contacted by one of your customers with a new problem or request?

|  |
| --- |
| You must capture all their details in a customer incident report form. |

1. What should you do if you are unable to resolve a user’s problem?

|  |
| --- |
| Whenever one of the support teams is unable to resolve a user’s problem – the issue would be escalated to the most appropriate Resolver team to solve. |

1. Who is responsible for notifying a customer to inform them that their Job might not be completed within the allocated timeframe?

|  |
| --- |
| The person who currently has the job assigned to them MUST contact the customer prior to the SLA timer expiring and explain the reason for the non-completion |

1. If you have a number of jobs waiting for you to start work on - what should you use to decide which job to commence work on next

|  |
| --- |
| Depends on the priority of the job or the job is easy to do e.g. if someone forgot their password |

1. What is the main team goal that you must always be aware of

|  |
| --- |
| “Never let a customer’s job breach the SLA” |

It’s 7:30am and you have just arrived at work for the day – the first thing you do is check the Incident Management (IM) software queue to see if there are any new problems (jobs) that have been logged by your customers – the Orange team’s IM queue displays the following:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Customer** | **Job #** | **Summary of problem** | **Assigned Group** | **Assigned person** | **Status** | **Priority** | **SLA time remaining** |
| Wombat Lodge Animal Sanctuary | 41779 | Slow internet | Orange team | you | new | medium | 5 days |
| NewTekNow Tech Suppliers | 41773 | Printer issue | Orange team | you | new | low | 10 days |
| Silver Sands Tourist Centre | 41772 | OneDrive synching issues | Orange team | you | new | medium | 5 days |
| Hutt River Province University | 41769 | Telephone system dropping all calls | Orange team | you | new | Critical | 1 day |
| Skills Strategies International | 41768 | WiFi issues in factory | Orange team | you | new | high | 2 days |
| KickStart Job Seeker Centre | 41751 | User forgot password | Orange team | you | new | high | 2 days |
| Wombat Lodge Animal Sanctuary | 41746 | Takes ages to open files | Orange team | Heddy Lamar | In Progress | medium | 2 days |
| Silver Sands Tourist Centre | 41744 | Cannot access Data folder | Orange team | Freddy Flowers | new | medium | 5 days |
| NewTekNow Tech Suppliers | 41697 | Website has gone down | Orange team | Wendy Webfoot | In Progress | Critical | 3 hours |
| Wombat Lodge Animal Sanctuary | 41638 | Move all company data to the cloud | Orange team | Veronica Lodge | Complete |  |  |

1. From the above IM queue – which of the above jobs/tasks should you complete first

|  |
| --- |
| User forgot password |

Why?

|  |
| --- |
| Because it easy to fix 😊 |

At 7:45am you receive a notification that Wendy Webfoot (one of the Orange team members) has just called is sick

1. What should you do to make sure that the Orange teams main goals are still achieved?

|  |
| --- |
| Look and see if there is any job assign to Wendy and make sure it doesn’t breach SLA agreement |

1. Are there any jobs in the Orange teams IM queue that might breach due to Wendy’s absence??

|  |
| --- |
| Website gone down |

What should you do when you notice that the above job might breach the SLA Timer?

|  |
| --- |
| Make sure someone else is working on it if they’re working on a less critical task |

## Activity 2 – Team Meetings and collaboration

Your team leader has forwarded you the following agenda for your weekly team meeting:

1. Discuss and agree on appropriate methods of confirming a user’s identity before resetting their passwords
2. General discussion of currently open jobs – discussing possible solutions to assigned jobs with the entire team – each Team member is to bring the details of one of their current jobs to the meeting for discussion and possible assistance

**ROLE PLAY 1 – to be observed by your assessor**

Form teams/groups of 4 with your fellow students. Once you have your groups discuss each of the following items and document your results or conclusions in the allocated spaces. While you are discussing each item - be sure to:

* Communicate clearly and respectfully with each other
* Be considerate of the needs of any one from diverse backgrounds
* Make sure that each team member contributes to the discussions

1. Discuss and agree on appropriate methods of confirming a user’s identity before resetting their passwords – record the best 3 methods that you ware able to agree upon in the spaces below

|  |  |
| --- | --- |
| 1. |  |
| 2. |  |
| 3. |  |

1. Discuss the 3 jobs for Wombat Lodge Animal Sanctuary that are currently in the Orange Teams IM Queue (above) – as a team decide if they are possibly related – record how they might be related in the box below

|  |  |  |
| --- | --- | --- |
| Problem/request | Job # | How is it similar to (or possibly related to) the other jobs |
| Move all company data to the cloud | 41638 |  |
| Takes ages to open files | 41746 |  |
| Slow internet | 41779 |  |

Unfortunately, you will not be able to make the team meeting next week as you have been booked for a site visit with one of the Orange team customers

1. Use the space below to type or paste and email to your team leader – apologising that you will not be able to make the meeting, as well as explaining why

|  |
| --- |
|  |

1. When should you send the above email to your team leader?

|  |
| --- |
|  |

While out on your site visit with customer XYZ – you come across a problem that you need the assistance of one of your team members to resolve

**ROLE PLAY 2 – to be observed by your assessor**

Pair up with your fellow students and use laptops, tablets, phones or similar, to create a remote “video linkup” connection with your partner. (Zoom, WebEx, Teams, What’s App, Facetime or similar might be suitable apps for the video linkup - you might need to be in separate rooms to do this effectively)

Once you have a connection discuss complete of the following items. While you are discussing each item - be sure to communicate clearly and respectfully with each other

1. Ask your team mate to look something up on the internet for you and provide you a screenshot of it from their device (you could use screen sharing functionality for this, get them to take and share photos or screenshots, get them to point their camera at the appropriate section of information so you can read what you need or any other similar method – paste a screenshot of the shared content you received into the box below

|  |
| --- |
|  |

1. What application did you use for the video link-up

|  |
| --- |
|  |

1. Swap roles with your partner and let them contact you to provide/share something the same as you did in activity 2.5 – paste a screenshot of the content you shared into the box below:

|  |
| --- |
|  |

## Observation Checklist – ROLE PLAY’s 1 and 2

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Observation Checklist** | | | | | |
| **Learner Name** |  | | | | |
| **Assessor Name** |  | | | | |
| **Did the learner competently and consistently demonstrate the following skills?** | | | | **Yes** | **No** |
| Discuss and agree on appropriate methods of confirming a user’s identity before resetting their passwords (Activity 2.1) | | | |  |  |
| Discuss the 3 jobs for Wombat Lodge Animal Sanctuary that are currently in the Orange Teams IM Queue and as a team decide if they are possibly related (Activity 2.2) | | | |  |  |
| Set up a remote video link-up connection with a peer or team mate to collaborate and request information and /or assistance (Activity 2.5 & 2.6) | | | |  |  |
| Set up a remote video link-up connection with a peer or team mate to collaborate and provide information and /or assistance when requested (Activity 2.6 & 2.7) | | | |  |  |
| Communicate clearly and respectfully with each other | | | |  |  |
| Be considerate of the needs of any one from diverse backgrounds | | | |  |  |
| Comments |  | | | | |
| **Assessor Signature** |  | **Date** |  | | |

Your team leader has contacted you and informed you that one of the orange team customers is wanting you to upgrade their wireless access points to the latest Ubiquiti WiFi 6 Long Range access points – you are required to:

1. Look up the access point that your team leader is talking about on the Ubiquiti website <https://www.ui.com/> and copy a screenshot of it (including its model number and description into the box below

|  |
| --- |
|  |

1. In the box below - draft an email to your team leader asking him/her to confirm that the above access point (pictured in the screenshot) is the one that he would like you to quote for the customer –including the actual screenshot in your email is optional, but you must at minimum include the model number of the Access Point.

|  |
| --- |
|  |

## **Activity 3 – Responding to feedback**

You have received a feedback form back from one of your previous customers from a **telephone based support call** – it contained the following information:

* You received a rating of 3 (average support) on a scale of 1 - 5
* The comment stated that “even though you resolved the problem very quickly – you were not very friendly, and you actually made them feel a bit dumb by using lots of big technical terms” they did go on to say that they did not think that you did this deliberately.

1. In the box below – explain how you might improve your future service and avoid making the same mistakes again:

|  |
| --- |
| Make sure in the future you use less technical term and if you must do make sure to explain what they are so they can understand. Make sure you sound happy when your speaking |