

**BSBLDR502 Lead and manage effective
workplace relationships**

**Assessment Task
Workbook**

**Candidate
Name:**

**Student
No**

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Instructions to Trainee

This Assessment Task Workbook has been designed to guide you through providing evidence that demonstrates your competency in the unit:

BSBLDR502 Lead and manage effective workplace relationships

Application of the unit

This unit describes the skills and knowledge required to lead and manage effective workplace relationships.

It applies to individuals in leadership or management who have a prominent role in establishing and managing processes and procedures to support workplace relationships taking into account the organisation's values, goals and cultural diversity.

At this level work will normally be carried out within complex and diverse methods and procedures, which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

Unit requirements

The unit requirements are shown in the table at the end of this Assessment Task Workbook.

The Learning and Assessment process

Your Trainer/Assessor will support you throughout the learning and assessment process.

Your Trainer/Assessor will give you:

- This Assessment Task Workbook, which contains:
 - information to help you research information and develop your knowledge
 - assessment tasks for you to complete
- A Learning Guide which you can refer to during and after the course.

If at any time during the learning and assessment process, your Trainer/Assessor considers that the safety of any person is at risk they will **abort** the session.

Assessment Task 1

This task requires you to outline legislation relevant to managing effective workplace relationships.

- ☆ Create a new Word document with the filename BSBLDR502 Assessment 1
- ☆ Type your name in the header and the date in the footer.
- ☆ Type the heading **Legislation relevant to managing effective workplace relationships**
- ☆ Copy the following questions into the document
- ☆ Underneath each question, type your answer
Note: where relevant you may copy the wording of the legislative instrument. This will require you to locate and download the instruments that are relevant to your own State/Territory and industry.

Questions

1. What is the main legislation that governs the employee / employer relationship in Australia? (The title and date of the Act)
2. What is the name of the government authority that administers the above legislation?
3. If there is an employment dispute that cannot be resolved within the organisation, who has the authority to arbitrate?
4. This legislation applies differently in each State/Territory jurisdiction. Identify the entities it applies to in your own jurisdiction.
5. What part of the Act contains the obligations for employers to comply with the National Employment Standards?
6. Division 2 Section 61 of the Act states "The National Employment Standards are minimum standards applying to employment of employees". What do these minimum standards relate to?
7. What information does the Act state must be included in the Fair Work Information Statement?
8. When must an employer give an employee the Fair Work Information Statement?
9. Reading the Act, do you think that all employees should be given the Fair Work Information Statement, even when they are existing employees?
10. Part 2-3 of the Act refers to Modern Awards. What may a modern award set?
11. Which Part of the Act relates to Enterprise Agreements?

12. Locate the anti-discrimination legislation for your own State/Territory. What is the title and date of the Act?
13. What is the mission of the Australian Human Rights Commission?
14. What is an employer obliged to provide under WHS legislation?
15. If the employer elects not to comply with a code of practice in relation to health and safety, what type of method would they be permitted to substitute?
16. If you were placing a notice on the noticeboard to explain common law duty of care, how would you word it? (Note: Do NOT just copy the words in the Learning Guide)
17. In order to comply with WHS legislation, the organisation needs a documented WHS Management System. What key things need to be included?
18. Define the term "sustainability"
19. What is the name and the web address of the Environmental Protection Authority in your State/Territory?
20. In relation to sustainability and environmental protection, how would you describe "best practice"

Assessor Comments / Feedback
<p>(tick where demonstrated)</p> <p>Knowledge evidence outline legislation relevant to managing effective workplace relationships.</p> <p style="text-align: right;">Assessor initials:</p> <p style="text-align: right;">Date:</p> <p style="text-align: right;">Satisfactory <input type="checkbox"/> Not Yet Satisfactory <input type="checkbox"/></p>

Assessment Task 2

This task requires you to develop documentation to communicate work responsibilities to team members.

- ☆ Create a new Word document with the filename BSBLDR502 Assessment 2
- ☆ Type your name in the header and the date in the footer.
- ☆ Type the heading Code of Conduct.
- ☆ Research various codes of conduct on the internet and, if your organisation has a code of conduct, include this in your research.
- ☆ Determine the key information that needs to be included in a code of conduct so that it incorporates the responsibilities of employees in relation to compliance with legislation and ethical behaviour.
- ☆ Document the code of conduct.
Include the core values of the organisation that underpin the requirements of the code. Ensure that it is in clear, professional language that will be understood by employees at every level of the organisation. Include the following key areas:
 - Safe work practices and duty of care
 - Discrimination
 - Harassment and bullying
 - Ethics
 - Privacy and confidentiality
 - Environmental responsibility

Assessor Comments / Feedback

(tick where demonstrated)

1.1 Ensure strategies and processes are in place to communicate information associated with the achievement of work responsibilities to all co-workers

2.1 Establish and/or implement policies to ensure that the organisation's cultural diversity and ethical values are adhered to

Performance evidence

communicating information to support others to achieve work responsibilities

establish and/or implement policies to ensure that the organisation's cultural diversity and ethical values are adhered to

Assessor initials:

Date:

Satisfactory Not Yet Satisfactory

These pages have been deleted from the sample

Assessment Checklist <i>to be completed by the Candidate and Assessor prior to final (summative) assessment</i>			
Candidate name		Student Number	
Unit	BSBLDR502 Lead and manage effective workplace relationships		
Assessor name			
Candidate Assessment Declaration <i>(tick the relevant box)</i>			
The purpose and outcomes of the assessment have been explained to me		Yes	<input type="checkbox"/> No <input type="checkbox"/>
I have received information about the unit of competency and understand the evidence requirements		Yes	<input type="checkbox"/> No <input type="checkbox"/>
I agree to the assessment process		Yes	<input type="checkbox"/> No <input type="checkbox"/>
The appeals system has been explained to me		Yes	<input type="checkbox"/> No <input type="checkbox"/>
I have informed my assessor of any special needs that may need to be considered during the assessment		Yes	<input type="checkbox"/> No <input type="checkbox"/>
Candidate signature		Date	
Assessor comments <i>(tick the relevant box)</i>			
RPL / accelerated progression required		Yes	<input type="checkbox"/> No <input type="checkbox"/>
Language / Literacy / Numeracy support required		Yes	<input type="checkbox"/> No <input type="checkbox"/>
Any other special needs <i>(describe in the space below)</i>		Yes	<input type="checkbox"/> No <input type="checkbox"/>
Assessor signature		Date	

Summary Mapping

The following table maps the assessment tasks with the unit requirements. This is indicated with a tick.

BSBLDR502 Lead and manage effective workplace relationships		Assessment Task Number									
		1	2	3	4	5	6	7	8	9	10
Elements and Performance Criteria	Foundation Skills										
1. Manage ideas and information											
1.1 Ensure strategies and processes are in place to communicate information associated with the achievement of work responsibilities to all co-workers	Get the work done		✓	✓					✓		
1.2 Develop and/or implement consultation processes to ensure that employees have the opportunity to contribute to issues related to their work role	Writing Get the work done			✓	✓						✓
1.3 Facilitate feedback to employees on outcomes of the consultation processes	Get the work done				✓						✓
1.4 Develop and/or implement processes to ensure that issues raised are resolved promptly or referred to relevant personnel	Writing Get the work done			✓	✓				✓		
2. Establish systems to develop trust and confidence											
2.1 Establish and/or implement policies to ensure that the organisation's cultural diversity and ethical values are adhered to	Writing Navigate the world of work Get the work done		✓					✓			
2.2 Gain and maintain the trust and confidence of colleagues and external contacts through professional conduct	Interact with others							✓		✓	✓
2.3 Adjust own interpersonal communication styles to meet the organisation's cultural diversity and ethical environment and guide and support the work team in their personal adjustment process	Interact with others Navigate the world of work						✓	✓			
3. Manage the development and maintenance of networks and relationships											
3.1 Use networks to build workplace relationships providing identifiable outcomes for the team and the organisation	Interact with others								✓	✓	✓
3.2 Conduct ongoing planning to ensure that effective internal and external workplace relationships are developed and maintained	Get the work done					✓		✓	✓		✓

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4. Manage difficulties to achieve positive outcomes											
4.1 Develop and/or implement strategies to ensure that difficulties in workplace relationships are identified and resolved	Writing Get the work done								✓	✓	✓
4.2 Establish processes and systems to ensure that conflict is identified and managed constructively in accordance with the organisation's policies and procedures	Writing Get the work done									✓	✓
4.3 Provide guidance, counselling and support to assist co-workers in resolving their work difficulties	Interact with others									✓	✓
4.4 Develop and implement an action plan to address any identified difficulties	Writing Get the work done								✓		✓
Knowledge Evidence To complete the unit requirements safely and effectively, the individual must:											
explain how systems, policies and procedures can support the development of effective work relationships focusing on:											
<ul style="list-style-type: none"> interpersonal styles communications consultation cultural and social sensitivity networking and conflict resolution 					✓	✓		✓		✓	✓
outline legislation relevant to managing effective workplace relationships.		✓		✓							
Performance Evidence Evidence of the ability to:											
develop and/or implement processes to manage ideas and information including:											
<ul style="list-style-type: none"> communicating information to support others to achieve work responsibilities 			✓	✓	✓				✓		✓
<ul style="list-style-type: none"> facilitating employees' contributions to consultation on work issues 				✓	✓		✓				✓
<ul style="list-style-type: none"> providing feedback on the outcomes of consultations 					✓						✓
<ul style="list-style-type: none"> resolution of issues raised or referral to relevant personnel 					✓				✓		
establish and/or implement policies to ensure that the organisation's cultural diversity and ethical values are adhered to			✓			✓	✓				

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provide leadership through own behaviour including:										
• professional conduct that promotes trust with internal and external contacts						✓	✓	✓		✓
• adjusting own interpersonal communication style to meet the organisation's cultural diversity and ethical environment						✓	✓			
plan for, and manage, the use of networks to support identifiable outcomes for the team and the organisation							✓	✓		✓
develop and/or implement processes and systems to manage difficulties including:										
• identifying and resolving conflicts and other difficulties according to organisational policies and procedures								✓	✓	✓
• planning how to address difficulties								✓	✓	✓
• providing guidance, counselling and support to assist co-workers in resolving their work difficulties.									✓	✓

Summative Assessment Record

Candidate Name		Student No	
Unit of Competency	BSBLDR502 Lead and manage effective workplace relationships		

Assessments	Date of assessment	Satisfactory	Assessor Signature
Assessment Task 1		Yes <input type="checkbox"/> No <input type="checkbox"/>	
Assessment Task 2		Yes <input type="checkbox"/> No <input type="checkbox"/>	
Assessment Task 3		Yes <input type="checkbox"/> No <input type="checkbox"/>	
Assessment Task 4		Yes <input type="checkbox"/> No <input type="checkbox"/>	
Assessment Task 5		Yes <input type="checkbox"/> No <input type="checkbox"/>	
Assessment Task 6		Yes <input type="checkbox"/> No <input type="checkbox"/>	
Assessment Task 7		Yes <input type="checkbox"/> No <input type="checkbox"/>	
Assessment Task 8		Yes <input type="checkbox"/> No <input type="checkbox"/>	
Assessment Task 9		Yes <input type="checkbox"/> No <input type="checkbox"/>	
Assessment Task 10		Yes <input type="checkbox"/> No <input type="checkbox"/>	

Assessor's Comments

Competent Not Yet Competent Re-assessment required

ASSESSOR NAME (PLEASE PRINT)

ASSESSOR SIGNATURE

DATE

I intend to lodge an appeal on the above decision		Yes <input type="checkbox"/> No <input type="checkbox"/>
Candidate signature	Date	