



BSBLDR411

Demonstrate leadership in the workplace

Assessment 3 of 4

Project



Assessment Instructions

Overview

This assessment is divided into three (3) tasks:

- Task 1: Create an Individual Performance Plan
- Task 2: Implement Individual Performance Plan including role play
- Task 3: Record action items agreed upon with Alex in meeting

To complete this assessment, you will need:

- Computer with internet and email access, and a working web browser
- Installed software: Word, Adobe Acrobat Reader
- Access to MS teams or zoom to conduct the role play
- Access to learning content in the LMS
- Access to the following supporting documents:
 - [Green Leaf Café Performance Appraisal Form – Alex Jones](#)
 - [Green Leaf Café Mission, Vision, Values, and Culture](#)
 - [Green Leaf Café Professional Development Policy and Procedure](#)

Student Guide overall assessment: Students note, If you have any questions regarding this assessment, you can contact your Assessor for clarification.

Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

Instructions:

Read the following background information and case study carefully and complete the following three (3) tasks.

Background information

Green Leaf Café specialises in indigenous vegetarian 'bush tucker' and is in inner Brisbane. The Café has been owned by Gary and his wife Rena for the past five years and have a permanent team of five staff including three chefs and two produce growers. They also have 15-20 casual staff they need to manage, including several part-time students. They rent a large garden plot from which they source most of their produce. They also have an arrangement to source indigenous food ingredients, organic milk, and cheese from boutique farmers outside Brisbane.

You are newly appointed as Front-Of-House Team Leader at Green Leaf Café. One of your responsibilities as Team Leader is managing your team's performance and development by creating Individual Performance Plans.

Task 1: Create an Individual Performance Plan**Scenario**

As required by the Green Leaf Café Professional Development Policy and Procedure, you have just completed six (6) monthly appraisals for the Front-Of-House team. This is the first appraisal for Alex, who has been employed as a Front-of-house team member at Green Leaf Café for six (6) months now. While Alex's performance is generally very good, there are a few areas of performance that you scored as 1 (Unsatisfactory) or 2 (needs improvement). Green Leaf Café policy is that any performance areas with scores of 1 or 2 require you to create a performance plan in consultation with the team member.

Complete the Individual Performance Plan below for Alex based on the completed appraisal provided and according to Green Leaf Café Performance Policy and Procedure

Assessor instructions

Students must develop a performance plan for Alex by completing all sections of the Individual Performance Plan Template. Student must identify all six (6) areas for development for the employee they must include the areas identified in the benchmark model answers.

Benchmark answer is provided in the space below.



Individual Performance Plan Template
(To be completed in collaboration with the team member)

Employee Name	Alex
Employee's Position	Front-of-house team member
Team Leader Name	Student's name
Date Prepared	XX/XX/20XX
Planned Implementation Date	XX/XX/20XX

<p>Areas for development</p> <p><i>Identify six (6) areas of performance that the identified employee must develop.</i></p>
<ul style="list-style-type: none">• Operating and maintaining espresso machine• Upsell store items when the opportunity arises• Follows Food Safety policy and procedure at all times• Participate in training programs• Evaluate performance and behaviour against organisational values and performance standards relevant to your job role.• All staff must gain Food Safety Card to maintain employment at Green Leaf Café in accordance with the Green Leaf Café Professional Development Policy and Procedure.
<p>Organisational business objectives and policies</p> <p><i>List all areas of your organisation's business objective or policy that is relevant to each identified area for development.</i></p>
<p>To comply with the Green Leaf Café Professional Development Policy and Procedure:</p> <ul style="list-style-type: none">• All Green Leaf Café staff are required to hold a current Food Safety Card. The Food Safety Card is issued on completion of the SITXFSA001 Use hygienic practices for food safety training unit.• New staff must be enrolled in this training during the induction process and must complete the unit within one (1) month of their start date.

Key Performance Indicators (KPIs)	
Key Performance Indicators	Measure of Performance <i>Identify the tool/method/or measure to be used to verify if the KPI was achieved</i>
<p>Green Leaf Café Professional Development Policy and Procedure: All Green Leaf Café are required to hold a current Food Safety Card. The Food Safety Card is issued on completion of the SITXFSA001 Use hygienic practices for food safety training unit. New staff must be enrolled in this training during the induction process and must complete the unit within one (1) month of their start date.</p>	<p>Alex to provide copy of Food Safety Card to Team Leader within one (1) month of start date (XX/XX/20XX).</p> <p>Should the training not be completed in the requisite time frame, the team member will not be rostered for any further shifts until proof of completion is supplied.</p>
<ul style="list-style-type: none"> Operating and maintaining espresso machine 	Appraisal score to be 3 or above by XX/XX/20XX
<ul style="list-style-type: none"> Upsell store items when the opportunity arises 	Appraisal score to be 3 or above by XX/XX/20XX
<ul style="list-style-type: none"> Evaluate your performance and behaviour against organisational values and performance standards relevant to your job role. 	Appraisal score to be 3 or above by XX/XX/20XX
<ul style="list-style-type: none"> Participate in training programs 	Appraisal score to be 3 or above by XX/XX/20XX
<ul style="list-style-type: none"> Follows Food Safety policy and procedure at all times 	Appraisal score to be 3 or above by XX/XX/20XX
All staff must gain Food Safety Card to maintain employment at Green Leaf Café in accordance with the Green Leaf Café Professional Development Policy and Procedure	n/a

You have identified the following options to help improve Alex's performance:

- Have Alex enrol in formal training at a college, specifically SITXFSA001 Use hygienic practices for food safety training unit. This will improve Alex's knowledge of safe food handling procedures and also comply with the [Green Leaf Café Barista Position Description](#).
- Have the Front-Of-House Team Leader conduct on the job training with Alex, coaching Alex and supervising the undertaking of regular work activities.
- Teaming Alex up with a buddy (a more experienced senior team member).
- Enrol Alex for a customer service course and discuss organisational values and mission against job performance.

You will need to meet with Alex to discuss the options and make a joint decision as to the best option/s.

Task 2: Implement Individual Professional Development Plan

Role Play instructions:

This is a role-play activity which will require you to collaborate with another student within the same course. You will play the role of the newly appointed as Front-Of-House Team Leader at Green Leaf Café. The other student will play the role of Alex (you will need to brief them on their role).

You can contact your fellow students via the Discussion Forum. If you are unable to find participants to perform the role of Alex, contact your trainer/assessor via the discussion forum who can discuss options for pairing up with other students to complete Task 2.

Now that you have created an Individual Professional Development Plan for Alex based on Green Leaf Café Professional Development Policy and Procedure, you must organise a time to meet with Alex. You will need to negotiate with Alex the steps/activities needed to improve performance. During the role play recording, you will be expected to:

- Conduct the interview with Alex in a structured and logical manner, using professional language at all times.

This will include:

- Explaining to Alex why this meeting is taking place
- Explaining each step of the performance plan to Alex including:
 - Why the training identified in the performance plan is necessary, outlining the associated policy and organisational needs
 - What your role in the training will be as team leader
 - Evaluate the effectiveness of the implementation plan and what your expectations of Alex are in completing the training, including consequences for non-completion
 - Evaluate Alex's performance against organisational values and performance standards relevant to the job. Identifying how does Alex uphold the organisation values and implementation of performance against the values, when serving customers at the café.
- Collaborate with Alex to decide the best option for training, and to organise a suitable time and schedule for completing the training effectively within the specified time frame.
- Reach agreement with Alex on the actions to be taken to improve performance

Recording Instructions

You must select an appropriate video conferencing application to use, i.e., a smartphone, tablet or personal computer via Microsoft Teams, Zoom, Skype etc. The consultation must be recorded. [maximum length of video recording 5 minutes]

Consent to participate in the recording must be captured for all participants at the start of the meeting. This is achieved by the student reading the following statement at the start of the recording, with all participants replying "I agree" to inform consent.

"This session/presentation is being recorded for assessment purposes for my course with Swinburne Open Education. This recording will be recorded and submitted through my course online learning platform to my Assessor for grading.

As a participant in this session, I confirm I am happy to be included in this recording by stating, "I agree."

The time taken to capture consent at the start of the recording does not count towards the recording time limit.

If participants have not provided consent within the recording, it will not be viewed or marked by the assessor and will need to be redone and resubmitted.

Observation Form

Student Name:			
Name of Workplace/ Organisation:	Assessor must write the name of the workplace/organisation where assessment is conducted. E.g. Green Leaf Café		
Task Title <i>Refer to task title.</i>	Assessor must specify the title of task where this observation is applicable. Task 2: Implement Individual Professional Development Plan		
Date of Observation:	Assessor must write the date when observation is conducted. E.g. XX/XX/20XX		
Did the student demonstrate the following during the consultation?	Yes	No	Overall feedback
Performance evidence			
In the course of developing and implementing the individual performance plan, did the student:			Assessor must provide specific written comments here on the student's performance.

Conduct the interview with Alex in a structured and logical manner, using professional language at all times. This will include:			
<ul style="list-style-type: none"> Explaining to Alex why this meeting is taking place 			
<ul style="list-style-type: none"> Explaining each step of the performance plan to Alex including: 			
Why the training identified in the performance plan is necessary, outlining the associated policy and organisational needs			
What your role in the training will be as team leader			
Evaluate the effectiveness of the implementation plan and what your expectations of Alex are in completing the training, including consequences for non-completion			
Evaluate Alex's performance against organisational values and performance standards relevant to the job. Identifying how does Alex uphold the organisation values and implementation of performance against the values when serving customers at the cafe			
<ul style="list-style-type: none"> Reach agreement with Alex on the actions to be taken to improve performance 			
Provide overall feedback on the student's performance and any supplementary feedback to assist the student in addressing any areas of improvement			
Assessor must provide their overall feedback to the student based on their observation of the task.			

Task 3 – Record action items agreed upon with Alex in meeting

Now that you have met with Alex and decided upon a plan, document the actions to be taken by both parties in the action plan below.

Action Items		
Action Items <i>Identify what the employee/s must do to satisfy the Performance Plan.</i>	Expected Date of Implementation	Outcome
<ul style="list-style-type: none"> • Team Leader to enrol Alex in SITXFSA001 Use hygienic practices for food safety training unit. • Alex to complete the SITXFSA001 Use hygienic practices for food safety training unit. • Alex to provide a copy of Food Safety Card to team leader by XX/XX/20XX 	XX/XX/20XX	Alex will complete SITXFSA001 Use hygienic practices for food safety training unit and be issued with Food Safety Card.
<ul style="list-style-type: none"> • Buddy with senior team member 	XX/XX/20XX	Alex will learn strategies in upselling to gain confidence
<ul style="list-style-type: none"> • Team leader to enrol Alex for customer service training 	XX/XX/20XX	Alex will learn strategies to improve customer service and uphold the values and mission of the café to professionally respond to any customers enquiry.

Team Leader signature:		Team Member signature:	
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Add more rows as necessary

Assessment Checklist

The student has completed all the tasks requirements		✓
Task 1	Create individual performance plan	<input type="checkbox"/>
Task 2	Implement performance plan and Role-play recording	<input type="checkbox"/>
Task 3	Record Action items agreed upon with Alex in the meeting	<input type="checkbox"/>

Congratulations you have reached the end of Assessment 3 -Project ✓

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