

TEAM PROTOCOL SOP TEMPLATE

Name	
Job Role/Title	Team Leader for Bounce Fitness
Workplace/Organisation	Bounce Fitness
State/Territory	

A. WORK TEAM AND TEAM PROTOCOLS

DEPARTMENT/TEAM NAME	
<p>Assessor instructions: The student's work team must include people working on information and communications technology (ICT)-related projects.</p>	
<p>ICT-related departments or teams include any one of the following:</p> <ul style="list-style-type: none"> • IT Department/Information Technology Team • Software Development Team • Network Engineering/Infrastructure Team • Cybersecurity Team • Data Analytics/Business Intelligence (BI) Team • Project Management Office (PMO) • User Experience/User Interface (UX/UI) Design Team • IT Support/Help Desk Team • Cloud Solutions/Architecture Team • Business Operations/Functional Departments 	
WORK DETAILS AND OBJECTIVES	
<p>Relevant Project Context [Approximate word count: up to 30 words]</p>	<p>Assessor instructions: The student must describe the context of at least one relevant project for EACH objective.</p> <p>For example:</p>

	Bounce Fitness aims to modernise its user experience and expand its services by introducing an integrated fitness app.
WORK DETAILS	DESCRIPTION
a. Project Scope [Approximate word count: up to 50 words]	Assessor instructions: This must include specifications, boundaries, deliverables and technical requirements of the project.
b. Project Timeline	Assessor instructions: This must include the target start and end date of the project.
c. Project Communication and Reporting [Approximate word count: up to 50 words]	Assessor instructions: At a minimum, this must include details on: <ul style="list-style-type: none"> • When and how communication will occur during the project implementation • With whom project information, such as progress updates, will be reported and shared

Outline more work details as needed.

WORK OBJECTIVES	
[Approximate word count: up to 50 words per objective]	
Assessor instructions: The student must identify at least two objectives of the work team in line with the project identified.	
EACH objective must: <ul style="list-style-type: none"> ✓ Be specific and clear on its focus. ✓ Show measurable outcomes to demonstrate success. ✓ Be achievable within the project timeline identified and any resources required. ✓ Be relevant to the project described. ✓ Show a clear timeline or deadline. ✓ Assessor to check the student's response in the Project Timeline section of the corresponding objective. 	
a.	

b.

TEAM PROTOCOLS FOR VIRTUAL COLLABORATION

Assessor instructions: The student must outline at least three team protocols that the work team must follow to ensure effective virtual collaboration.

Responses must include established rules and guidelines that employees must follow to achieve team objectives, manage tasks and contribute collectively to team success.

Team protocols for effective virtual collaboration include any three of the following:

- Virtual meeting guidelines
- Task allocation and tracking
- Time zone considerations (if some team members are overseas)
- Communication etiquette
- Documentation and knowledge sharing

a.

b.

c.

TEAM COMMUNICATION PROTOCOLS

Assessor instructions: The student must outline at least three team communication protocols that the work team must follow when working virtually.

Responses must include established rules and guidelines that define how team members must interact, share information and convey messages virtually.

Team communication protocols include any three of the following:

- Use of communication channels and platforms
- Information sharing
- Response time and etiquette
- Meeting etiquette
- Giving and receiving feedback

a.

b.

c.

CYBER SAFETY PROTOCOLS

Assessor instructions: The student must outline at least three cyber safety protocols that the work team must follow to ensure the safety of virtually shared information and networks.

Responses must include established practices and measures to ensure safe and responsible use of technology, especially in online environments.

Cyber safety protocols include any three of the following:

- Use of multi-factor authentication in systems or databases
- Regular system updates and patches
- Password protection for online accounts
- Data encryption
- User training and awareness [e.g. phishing awareness]

a.

b.

c.

TEAM MEMBERS

Assessor instructions: The student must define the roles and responsibilities of at least three team members according to team communication protocols identified for this task.

At a minimum, the student must provide the following information for each team member:

- 1) Their job role/title
E.g. App Development Lead
- 2) Description of team member's role in the project
E.g. Oversee the app development process, coordinate with developers, and ensure adherence to project timelines and quality standards.
- 3) At least two of their responsibilities that will promote collaboration in a virtual work environment
E.g. Conduct regular virtual team meetings to discuss development progress and align team goals.

Job Role/Title	Role in the Project [Approximate word count: up to 50 words]	Responsibilities to Promote Collaboration [At least 2]
a.		i.

		ii.
b.		i.
		ii.
c.		i.
		ii.

Add more rows as needed.

B. AREAS OF IMPROVEMENT FOR TEAM PROTOCOLS

<p style="text-align: center;">AREA OF IMPROVEMENT</p> <p style="text-align: center;"><i>Include a brief description on the issue/concern.</i></p> <p>[Approximate word count: up to 30 words per area of improvement]</p> <p>Assessor instructions: The student must identify at least two areas of improvement for the team collaboration, communication and cyber safety protocols identified.</p> <p>Student can refer to any of the three categories of protocols identified for this task. They must include a brief description of the areas of improvement for clarity.</p> <p>Areas of improvement identified must correspond to any of the protocols that must be refined or strengthened to achieve better outcomes.</p> <p>Areas of improvement can refer to any two of the following:</p> <p>Team Protocols for Collaboration</p> <ul style="list-style-type: none"> • Improvement in task assignment clarity and deadlines • Streamlining processes for tracking task progress 	<p style="text-align: center;">RECOMMENDATION FOR IMPROVEMENT</p> <p style="text-align: center;">[Approximate word count: up to 30 words per recommendation]</p> <p>Assessor instructions: The student must provide at least one recommendation or modification to improve EACH protocol for better collaboration.</p>
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<ul style="list-style-type: none"> • Meeting efficiency • Creating uniform workflows for smoother operations. • Simplify documentation and process guidelines <p>Team Communication Protocols</p> <ul style="list-style-type: none"> • Defining appropriate communication tools for each task • Fostering an open culture for giving and receiving feedback. • Setting guidelines for constructive criticism • Establishing response time expectations for emails or messages <p>Cyber Safety Protocols</p> <ul style="list-style-type: none"> • Conducting cybersecurity training in the organisation • Clarifying procedures for reporting potential security breaches. • Encourage frequent software updates for security patches • Setting reminders about the importance of password changes. 	
a.	
b.	