

Learning Assessment Guide

Unit Standard 15190 – Version 2

Develop, implement and evaluate work team plans

Level 4 – 6 Credits

Assessment Summary			
Learner to complete			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor's name:		Assessor's No.	
Signed:		Date:	

Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

This Learning Assessment Guide is made up of:

- Task sheets for you to complete
- The Summary Assessment Guide that the assessor will use to assess your competence
- An Assessor Checklist
- A Manager Verification Form
- A Team Member Verification Form

The assessment tasks are designed to show your assessor that you can:

- Develop objectives for a specific work team
- Develop action plans for the specific work team
- Implement work team action plans

Special notes relating to this unit standard:

- 1 This unit standard is for people who manage or supervise work teams.
- 2 Glossary
Team, in the context of this unit standard, comprises two or more members of the workplace who undertake together a defined range of activity with clear objectives and outcomes. A team may be stand-alone or one team in a multi-team operation.
Action plan(s) refer(s) to any plan for a team (including a project plan) operating for a defined period of time.
- 3 This unit standard may lead onto Unit 7452, *Plan, organise, and allocate work to achieve objectives*.
- 4 This unit standard will be assessed on the basis of evidence of demonstrated performance in the workplace.

Assessment Task One – Elements 1 and 2

Introduction

This assessment task is designed to assess your ability to:

- develop objectives for a specific work team;
- develop action plans for the specific work team.

Task Instructions

You will need to provide your assessor with a work plan for a work team for which you are responsible.

You will need to show your assessor how the work plan relates to your organisation's mission statement or strategic/business plan

You will need to provide your assessor with a copy of your organisation's mission statement or business/strategic plan.

You will also need to show your assessor how your work plan objectives were developed with the work team.

When you have completed this task, make an appointment to discuss your work plan with your assessor. This discussion will focus on the detail of:

- (a) strategies you have developed to achieve the objectives of your team; and
- (b) action plans for the work team.

You should bring copies of performance agreements and/or individual work plans to this discussion, both those you have prepared for staff and your own. Bring any additional workplace documentation which will contribute to your assessment.

In discussion with you, your assessor will use the first two sections of the following Assessor Checklist to confirm your documentary evidence.

Assessor Checklist

To: Assessor

Please indicate ✓ or x whether or not each of the criteria listed has been met. Use the 'comments' sections to take notes for feedback and moderation purposes.

Element 1

Identify and clarify objectives for a specific work team

- The objectives for the work team have been identified and clarified by the learner.
- The objectives reflect the mission statement or business/strategic plan of the organisation.
- All team members contributed to the development of the work plan objectives.

Comments:

Meets requirements: Yes / No

Element 2

Develop action plan(s) for the specific work team based on the objectives

- Plans accord with the objectives of the work team.
- Plans are complete and include provision for risks and contingencies.
- Plans are documented to show tasks, responsibilities, timeframes, performance measures, and resource needs.
- All team members contributed to the development of the work plan.

Comments:

Meets requirements: Yes / No

Signed: _____

Dated: _____

Assessment Task Two – Element 3

Introduction

This assessment task is designed to assess your ability to:

- Implement and evaluate work team action plan(s).

Task Instructions

This assessment task involves a combination of:

- discussion with your assessor
- workplace documentation related to the implementation and evaluation of action plans
- verification from a staff member – note that your verifier must be a member of the work team you have developed the plan for.
- verification from your manager.

Assemble whatever workplace documents you have to demonstrate your implementation and evaluation of your work team action plans.

These may include:

- work tracking devices such as charts of targets achieved and quality measures
- a year planner which contains a number of completed projects
- monthly or quarterly reports on team performance
- monthly or quarterly feedback from a regional office or similar
- your performance review
- any performance awards that you or your team may have achieved

Arrange with your assessor whether s/he wishes to speak with a member of your team, or whether the verifier's completion of the Team Member Verification Form provides sufficient evidence. This is likely to depend upon the amount of other evidence, but may be based upon assessor preferences for obtaining verifications.

Your assessor may choose to interview two team members if there are any doubts raised about your performance in this area.

The Manager Verification Form may be completed during discussion between your assessor and your manager, or your assessor may ask you to have your manager complete it and return it to you.

In both of the above verifications, you should brief your verifiers about the content of this unit standard and their role in the collection of evidence before you ask them to complete the form, if this is the method of verification chosen.

When you have collected your evidence and arranged for workplace verification, arrange an appointment with your assessor to discuss the implementation of your work team action plans.

During this discussion you will need to evaluate your implementation against your work objectives. You will also need to discuss how you accommodated at least one departure from the plan.

Your assessor will use the Assessor Checklist to document this assessment activity.

It may be possible to discuss your evidence for Tasks One and Two at the same time.

Assessor Checklist

To: Assessor

Please indicate ✓ or x whether or not each of the criteria listed has been met. Use the 'comments' sections to take notes for feedback and moderation purposes.

Element 3

Implement and evaluate work team action plan(s)

- Implementation matches specified action plans for the work team.
- Implementation makes optimum use of available resources.
- Implementation involves the accommodation of at least one contingency.
- Evaluation reviews implementation against the work team objectives.

Comments:

Meets requirements Yes / No

Signed: _____

Dated: _____

Team Member Verification Form

To: Member of learner's team

_____ (name of learner) is currently being assessed toward Unit Standard 15190: *Develop, implement and evaluate work team plan(s)*. Your feedback is sought as a member of his/her work team.

Please indicate ✓ or x whether or not, in your view, the learner meets each of the following criteria. Use the 'comments' section to give examples or to expand on your checkbox indication.

- Your team objectives are clear to you.
- Your team objectives are consistent with the mission statement or business/strategic plan of the organisation.
- There are documented action plans for your team which show:
 - tasks
 - responsibilities
 - timeframes
 - performance measures
 - resource needs
- What you are asked to do is consistent with the action plan for your team.
- Implementation of action plan makes the best use of available resources.
- The learner's implementation of the work plan is flexible enough to allow for contingencies.
- The learner reviews implementation of the work plan against objectives through the use of work tracking devices which chart achievements against targets, monthly or quarterly reporting, or similar.

Comments:

Signed: _____

Dated: _____

Manager Verification Form

To: Manager

_____ (name of learner) is currently being assessed toward Unit Standard 15190: *Develop, implement and evaluate work team plan(s)*. Your knowledge of the learner is sought to confirm that the learner is able to:

1. Develop strategies for his/her work team based upon clear objectives which contribute to the achievement of the strategic plan.
2. Develop action plans for the work team that are in accord with the work team strategies and show tasks, responsibilities, time frames, performance measures, and resource needs.
3. Implement work team action plans, making the best use of available resources.
4. Review and evaluate implementation against the objectives of the work team.

Comments:

Your signature on this verification form will be accepted as confirmation of the above, unless you indicate otherwise.

Signed: _____ Date: _____

Position: _____

Contact telephone number: _____

Thank you for your assistance.

Assessment Guide

The following guide will be used to assess your competence with unit standard 15190 version 2: Develop, implement and evaluate work team plans.

Task / Element	Evidence Required	Judgment	
<p><i>Task 1 / Element 1</i></p> <p>The learner can clearly identify objectives for a specific work team.</p>	<p>The learner has discussed the plan's objectives with their work team.</p> <p>The learner can relate the team's objectives to the strategic/business plan.</p> <p>The learner can show how the objectives have been developed with the work team.</p> <p>The plan shows evidence of responsibilities, tasks, timeframes, performance measures, and resources.</p>	<p>The objectives are clearly identified and contribute to the achievement of the plan.</p> <p>Learner explains how objectives can be implemented.</p> <p>Learner can identify how input from the work team is reflected in the objectives.</p> <p>Plans are documented to show tasks, responsibilities, timeframes, performance measures and resource needs.</p>	<p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p>
<p><i>Task 1 / Element 2</i></p> <p>The learner has developed an action plan(s) for the specific work team based on the identified objectives.</p>	<p>The plan has provisions for risks and contingencies.</p> <p>The learner can show how the plan has been developed with the work team.</p>	<p>Evidence in the work plan shows the learner has considered and addressed potential risks and contingencies.</p> <p>Evidence is provided that the plan has been developed in conjunction with the work team.</p>	<p>Yes / No</p> <p>Yes / No</p>
<p><i>Task 2 / Element 3</i></p> <p>Implement and evaluate work team action plan(s)</p>	<p>The learner can provide evidence of performance goals and objectives for all team members, which are clearly linked to the action plan and available resources.</p>	<p>Evidence shows performance goals, objectives and resources are included in the work team's action plan.</p>	<p>Yes / No</p>

	<p>The learner can demonstrate ongoing evaluation of outcomes against the plan's objectives.</p>	<p>The learner has provided evidence of the ongoing evaluation of outcomes from the work plan.</p>	<p>Yes / No</p>
	<p>At least one example of the learner's handling of a contingency is evident.</p>	<p>The learner has provided evidence of a contingency plan.</p>	<p>Yes / No</p>
	<p>The learner can identify and include any future issues for consideration in the final evaluation plan.</p>	<p>Future issues for consideration are evident in the final evaluation plan.</p>	<p>Yes / No</p>
	<p>Learner documentation is supplemented with verification from manager and team members, and discussion with the assessor.</p>	<p>Verification forms and discussion confirm the learner's competence in the tasks.</p>	<p>Yes / No</p>