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Support the learning and development of teams and individuals

Assessment 1 of 2

Short Answer Questions

Version 1.0

Assessment Instructions

Task overview

This assessment task is divided into five (5) written questions. Read each question carefully before typing your response in the space provided.

Additional resources and supporting documents

To complete this assessment, you must access the CBSA Learning and Development Mentor Program Policy.

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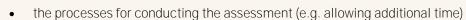
Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.
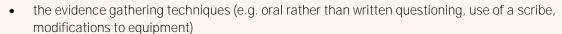
Reasonable adjustment

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.

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Question 1

In your own words, describe the facilitation techniques a good leader would use to lead team development and improvement.

(Approximate word count: 100 - 140 words)

Question 1
An effective leader will involve team members in the planning, decision-making, and processes to meet their learning and development needs. For example, a good leader will ensure the team member agrees with their learning plan and will collaborate with the individual to achieve individual and organisational goals.   A good leader will understand and acknowledge different learning styles during meetings and training sessions, treat people as individuals, and maintain confidentiality. They will be approachable to other ideas, be flexible and always promote fairness and inclusivity in all conversations, meetings and training sessions.   A good leader will role model **the organisation's** policies in practice. This will include using clear and professional communication. A good leader will implement effective communication techniques such as active listening and questioning when dealing with team members.

Question 2

Policies and procedures guide workplace practices, including how organisations manage learning and development. Access and review the *CBSA Learning and Development Mentor Program Policy* to answer the following questions.

    a. Outline the purpose of the CBSA Mentoring program procedures designed to support their clients. (Approximate word count: 80 - 100 words)

Question 2a
The purpose of the CBSA mentoring program for clients is to support them in developing into high-performance teams. The program will help clients to: • understand expected outcomes of their role   • seek clarification of the key responsibilities of their role   • participate in development activities   • participate in discussions regarding performance goals and outcomes   • participate in workplace learning activities   • act on constructive feedback   • provide feedback on mentoring and workplace learning

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- inform CBSA HR Representative of any issues relevant to delivering outcomes.

    b.   Describe the organisational approach CBSA plans to implement to assist individuals and teams in developing their potential.
(Approximate word count: 50-60 words)

Assessor Instructions

The student's answer must describe how the organisational approach assists individuals and teams in developing their potential. The response must reflect the CBSA Learning and Development Mentor Program Policy under the' Organisational Approach' section.

A sample answer from the policy is provided below.

Question 2b

CBSA's organisational approach to assisting their client's teams in developing their potential include:
 	
  • ensuring the organisation's clients know what is expected of them
  • helping the organisation's clients achieve individual and team performance expectations through training and mentoring
  • monitoring the client's performance throughout the mentoring program
  • assigning a CBSA HR Representative to work with the client's team.

    c.   In general, how can employees contribute to the improvement of learning and development policies?
(Approximate word count: 50 - 60 words)

Assessor Instructions

The student's answer must explain how staff can contribute to improving policies and procedures for learning and development. The response must reflect the exemplar answers below.

A sample answer is provided below.

Question 2c

• Team members can participate in feedback sessions and complete feedback forms post-training and development.
  • Team members can provide self-evaluations that contribute to future ideas for learning.
  • Team members can point out difficulties at the point of delivery that will contribute to immediate and future adaptions to procedures.
  • Team members can participate in shared decision-making.
  • Teams can participate in focus groups to discuss ongoing learning needs.

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Question 3

What skills and knowledge are required to work as a Human Resources Consultant?

a. Explain the skills and knowledge required to do the job.
Include both study and work experience.
(Approximate word count: 60 - 70 words)

Assessor Instructions

The student must demonstrate knowledge of the skills required for the identified job role. The responses must reflect the exemplar answers below.

A sample answer is provided below.

Question 3a
Skills and knowledge required: • experience in project management, preferably HR related • good working knowledge of the Fair Work Act and the Modern Award system • in-depth understanding of HR principles, functions, methods and best practices • solid knowledge of research methods and analysis • computer skills • knowledge of human resources information systems such as Employment Hero, ELMO, enableHR, Bamboo and Applicant Tracking Systems) • excellent communication and consulting skills • a team player.

b. Outline **five (5)** competencies you would need to achieve to be an HR Consultant.

Assessor Instructions

The student must demonstrate competencies you would need to be an HR Consultant. The student must select five (5) competencies from the list below.

A sample answer is provided below.

Question 3b
The student should select relevant competencies such as the following: • Cert IV in Human Resources, Diploma, Bachelor of Business (HRM), Bachelor of HR. • Know how to conduct research using various techniques and methodologies. • Know how to provide recommendations to personnel for the resolution of issues. • Know how to formulate strategic plans to address human resource matters. • Skills in recruiting and training staff. • Skills to develop strategies and techniques to support learning and development programs. ▪ Skills in reviewing systems and processes to modify and improve HR systems and processes.

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Question 4

Identify primary sources of information when planning for personal or professional development.

List **five (5)** sources.

(Approximate word count: 20 words)

Assessor Instructions

The student must list (5) five primary sources of information related to personal and professional development.

A sample answer is provided below.

Question 4
The student must list any five (5) from the following primary sources: • job or position description • performance appraisals • organisational policies and procedures, e.g., HR development policy • 360 feedback • colleagues/friends/HR Experts • direct Supervisor/Manager • internal/external customers • customer surveys/complaints • induction process • courses available within the organisation • studies conducted by 3rd party providers • feedback from unsuccessful job interviews.

Question 5

Outline the key features of each learning and delivery method listed in the table below and provide **one (1)** example for each technique.

- On-the-job-learning
- Shadowing
- External training

(Approximate word count: 90 words)

Assessor Instructions

The student must outline the key features of each method provided and provide one example. The **student's** answer must reflect the exemplar for 'Key features'; the Example column might vary, and possible variations have been included as a guide.

A sample answer is provided below.

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Question 5		
Learning and delivery method	Key features (10-15 words)	Example (10-15 words)
On-the-job learning	Individuals learn and develop skills by participating in actual job tasks required.	Examples include: • reading policies and practising with systems and programs relevant to the job role • conducting a meeting and seeking feedback from the manager. • research a topic relevant to the job role using colleagues/SMEs as sources of information.
Shadowing	The individual will follow a more experienced employee to learn on-the-job skills.	Examples include: • shadowing an experienced team member using a computer program or watching someone implement a procedure • listen in on a customer call taken by an experienced colleague • accompany colleague on a client visit.
External training	It is helpful when individuals and teams need to learn a new skill required for the organisation.	Examples include: • attending seminars and workshops or external trainers visiting the workplace to train a team • log in to a short webinar (1-2 hours) • participate in face-to-face training provided by an external training organisation. • represent Company at an industry expo.

Assessment Checklist

Students must have completed all questions within this assessment before submitting. This includes:

1	Five (5) short answer questions are to be completed in the spaces provided.	☐

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