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

Assessor instructions: The student's work team must include people working on information and communications technology (ICT)-related projects.

ICT-related departments or teams include any one of the following:

- 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

Relevant Project Context [Approximate word count: up to 30 words]	**Assessor instructions:** The student must describe the context of at least one relevant project for EACH objective. For example:

	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: • 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: ✓ 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

a.

b.

c.

TEAM COMMUNICATION PROTOCOLS

a.

b.

c.

CYBER SAFETY PROTOCOLS

a.	
b.	
c.	

TEAM MEMBERS

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

AREA OF IMPROVEMENT	RECOMMENDATION FOR IMPROVEMENT
Include a brief description on the issue/concern. [Approximate word count: up to 30 words per area of improvement] **Assessor instructions:** The student must identify at least two areas of improvement for the team collaboration, communication and cyber safety protocols identified. 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. Areas of improvement identified must correspond to any of the protocols that must be refined or strengthened to achieve better outcomes. Areas of improvement can refer to any two of the following: **Team Protocols for Collaboration** • Improvement in task assignment clarity and deadlines • Streamlining processes for tracking task progress	RECOMMENDATION FOR IMPROVEMENT [Approximate word count: up to 30 words per recommendation] **Assessor instructions:** The student must provide at least one recommendation or modification to improve EACH protocol for better collaboration.

- Meeting efficiency - Creating uniform workflows for smoother operations. - Simplify documentation and process guidelines **Team Communication Protocols** - 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 **Cyber Safety Protocols** - 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.	