

Information and instructions for workplace supervisor / support person

Thank you for supporting one or more candidates from your workplace to undertake the post-course assessment tasks for the unit *WPTDEL001 Coach others in the workplace*. This unit is from TSA's nationally accredited *Course in Field-based Training and Assessment*.

What is the focus of the unit *Coach others in the workplace*?

The unit describes the skills and knowledge required to coach others in the workplace, with a focus on helping the person being coached to develop job specific skills, knowledge and attitudes. It applies to one-on-one coaching relationships conducted over a significant period of time and / or multiple sessions, rather than a one-off skills or knowledge-based training session.

Those undertaking this unit are expected to show that they can:

- Prepare thoroughly for workplace coaching
- Effectively initiate the learning relationship by meeting with the learner, establishing rapport and agreeing on a coaching plan
- Provide effective coaching so that the learner gains new skills and knowledge
- Monitor and keep records of learner progress
- Conclude the coaching relationship
- Review their own performance as a coach and identify areas for improvement

The unit is particularly appropriate for those who are expected to provide one-on-one coaching to others in how to operate machinery or equipment in the workplace – for example, in-cab trainers.

What are the requirements to be a support person for this unit?

To perform the role of support person for this assessment, you should be familiar with your organisation's training requirements and have experience as a workplace coach. For example, you could be the candidate's manager, the site training manager, training coordinator or training advisor.

Your role will be to provide support and guidance to the candidate and oversee parts of the coaching process undertaken by the candidate to verify that a quality coaching process took place.

What is the candidate required to do for their post-course assessment?

For this assessment the candidate is required to demonstrate their ability to coach another person in the workplace. To meet the requirements of the unit, the coaching must:

- Focus on helping the other person to develop job specific skills, knowledge and attitudes
- Be conducted over a significant period (i.e., 3 or more days); and / or consist of 3 or more related sessions that build on one another, with a total of at least 90 minutes coaching time (i.e., at least 30 minutes per session)

How can I support the candidate as they undertake their post-course assessment?

You can support the candidate to undertake this assessment by:

- Helping them to identify a suitable person to be coached
- Helping them to plan the coaching, then meeting with them to discuss and confirm their readiness to start the coaching relationship
- Helping them to prepare a coaching plan which includes a list of what the coaching needs to cover
- Ensuring they are given the time and any other resources needed to carry out the coaching activities
- Observing them conduct an initial meeting, review meeting and close out meeting with the person they are coaching, and providing feedback on the forms provided
- Observing them coach the learner for at least 15 minutes, and providing feedback on the form provided
- Answering any questions they may have, and providing them with feedback, tips and advice
- Checking that they record the coaching in accordance with organisational requirements
- Helping them to reflect upon and review their performance as a workplace coach
- Checking their answers to the Workplace Coaching Review Questions (Assessment Task 3)
- Helping to make sure they have completed all of the requirements of the assessment in accordance with the instructions and that their documentation is complete and has been compiled correctly

If you have questions about any of the requirements for this unit, and how best to support the candidate, we encourage you to contact a TSA Training Advisor on 08 9422 6444 or tsa@tsa-wa.com.au.

What sort of coaching plan is the candidate expected to follow?

As a minimum, the coaching plan should include a list of what the coaching needs to cover. It should also include information about the time needed to provide the coaching, and information about how the coaching is to be sequenced. If appropriate, the candidate is permitted to use a plan developed by someone else in the organisation (e.g., training department).

The coaching plan must show that the coaching is expected to be conducted over a significant period of time and / or consists of 3 or more related sessions that build on one another.

Below is an example of a simple coaching plan to provide guidance as to what would be acceptable. Candidates will be provided with a template for writing a coaching plan in this format.

WPTDEL001 Coach others in the workplace

Coaching Plan Example: Learning how to Operate a Haul Truck

Instructions

Use this form to document a plan showing what the coaching will cover, and to record information about completion of coaching activities. If you wish, you may adapt the form to suit your needs.

You are permitted to use suitable coaching materials from your organisation to help develop your plan. You may also obtain assistance from your support person and / or others in your organisation.

As a minimum, the coaching plan should include:

- All meetings held with the learner (Initial meeting, Review meeting(s), Close out meeting)
- Information about what will be covered during each coaching session (topics, content and sequence of delivery)
- Information about the duration of the coaching (must be 3 or more days, and / or consist of 3 or more related sessions that build on one another, with at least 90 minutes coaching time)
- Information about when the learner will practice and consolidate skills between coaching sessions (where relevant)

Name of coach:

Nicole Dennis

Name of learner:

Gavin Reeves

Coaching objectives

By the end of the training, the learner will be able to operate a haul truck safely and in accordance with site requirements.

WPTDEL001 Coach others in the workplace

Planning information				Completion record	
Date	Topic	Content / skills to be covered	Estimated time needed	Date completed	Coach's initials
21/01/2020	Initial meeting	<ul style="list-style-type: none"> Introduction Find out about learner Discuss coaching plan Discuss ground rules Confirm that learner is ready to proceed 	30 minutes		
21/01/2020	Risks associated with operating a haul truck	<ul style="list-style-type: none"> Key risks and how they are controlled Safe work procedures for haul truck operation Application of Take 5 safety procedure for haul truck operations 	1 hour		
21/01/2020	Ground level pre-start checks	<ul style="list-style-type: none"> Isolation of haul truck All items on ground level pre-start checklist Correcting / reporting issues 	2 hours		
22/01/2020	Upper level pre-start checks	<ul style="list-style-type: none"> All items on upper level pre-start checklist Correcting / reporting issues 	1 hour		
22/01/2020	Review meeting #1	<ul style="list-style-type: none"> Review what the learner has achieved so far Seek feedback from learner on their progress Provide feedback to the learner Seek feedback on the coaching 	30 minutes		
22/01/2020	Braking systems	<ul style="list-style-type: none"> Park brake Service brake Hand brake Load brake 	1 hour		

WPTDEL001 Coach others in the workplace

Planning information				Completion record	
Date	Topic	Content / skills to be covered	Estimated time needed	Date completed	Coach's initials
22/01/2020	Emergency procedures	<ul style="list-style-type: none"> Emergency braking Mayday procedure 	1 hour		
23/01/2020	Vehicle start up procedures	<ul style="list-style-type: none"> Adjusting mirrors and seat Gauges and panel warning indicators Operation of two-way radio Horn signal Gear selection Starting the engine 	1 hour		
23/01/2020	Preparation for driving	<ul style="list-style-type: none"> Communication procedures Site road rules Natural or man-made hazards to look out for 	2 hours		
23/01/2020	Review meeting #2	<ul style="list-style-type: none"> Review what the learner has achieved so far Seek feedback from learner on their progress Provide feedback to the learner Seek feedback on the coaching 	30 minutes		
24/01/2020	Driving technique	<ul style="list-style-type: none"> Operation of signals Correct gear selection and use Efficient braking Speed limits Driving to the conditions Night time operation 	4 hours		
24/01/2020	Workshop entry	<ul style="list-style-type: none"> Communication procedures Hand signals used for spotting Use of brakes and chocks Speed limits around workshop 	2 hours		

WPTDEL001 Coach others in the workplace

Planning information				Completion record	
Date	Topic	Content / skills to be covered	Estimated time needed	Date completed	Coach's initials
24/01/2020	Park up procedure	<ul style="list-style-type: none"> • Parking locations • Procedure for idling down the truck • Operator inspection procedure • Fault reporting procedure 	2 hours		
25/01/2020	Practice and consolidation	<ul style="list-style-type: none"> • Practice all topics under direct supervision until the learner is confident in all areas 	50 hours		
1/02/2020	Close out meeting	<ul style="list-style-type: none"> • Discuss what has been achieved • Check for outstanding issues / concerns • Provide final feedback • Ensure all coaching records are completed and signed • Coaching evaluation form 	20 minutes		
Coach's comments <i>Coach to provide comments on the learner's performance upon completion of the coaching.</i>					
Coach's declaration <i>I confirm that all aspects of this coaching plan are complete and that the learner is ready to perform the work covered by this plan.</i>					
Coach's signature:				Date:	