

# Coach others in the workplace

**Course duration:** 2 days

**Workshop aim:** To equip participants with the skills and knowledge to prepare for, conduct and review structured one-on-one workplace coaching in order to support the development of job-specific skills, knowledge and attitudes in others.

**Unit covered:** NAT11424002 – Coach others in the workplace

*This is a nationally recognised enterprise unit which forms part of TSA's accredited Course in Field-Based Training and Assessment (11424NAT).*

**Delivery method** The course is delivered via face-to-face, off-the-job facilitated learning, followed by practical workplace-based assessment tasks completed after the workshop.

**Who should attend?** This course is appropriate for those with significant technical or vocational expertise who are expected to support the development of others through one-on-one workplace coaching as part of their work responsibilities.

The coaching addressed in this course is a form of structured on-the-job training focused on developing competence in specific workplace tasks and responsibilities (rather than performance management or general behavioural coaching).

This course is particularly suitable for supervisors, team leaders, experienced operators and workplace trainers who guide others in developing job-specific skills and knowledge over time through a planned coaching relationship that includes structured learning activities, performance observation and feedback, progress reviews and final evaluation.

**Pre-requisites:** No qualifications or other formal pre-requisites are necessary to participate in this course. However, participants are expected to possess sufficient subject matter knowledge and industry experience to coach others effectively in the workplace. As a guide, this would typically equate to at least 12 months' experience in the relevant industry area.

**Language, literacy and numeracy (LLN) requirements:** To complete this course successfully, participants require reasonably well-developed skills in reading, writing and communication. Examples of requirements include:

- reading and interpreting workplace procedures and technical documentation
- preparing and maintaining coaching documentation and records
- communicating clearly when explaining tasks and providing feedback
- listening effectively and asking appropriate questions
- reflecting on and reviewing their own coaching practice

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Basic digital skills are also required to access workplace systems and submit assessment documentation.

Participants who are unsure whether their skills are sufficient to meet these requirements are encouraged to contact Training Services Australia for advice prior to enrolment.

## Access to a practice environment:

To complete post-course assessment requirements, participants must have access to a suitable workplace environment where they can provide structured one-on-one coaching to another person on job-specific skills and knowledge over a period of time.

They must also have access to a suitably experienced workplace representative who can observe aspects of their coaching practice and provide feedback. This person should have a sound understanding of the organisation's expectations regarding workplace training and coaching and may be, for example, their manager, a training manager or coordinator, or an experienced workplace coach within the organisation.

## Pre-course work:

Before attending the workshop, participants are encouraged to familiarise themselves with:

- their organisation's coaching or training policies and procedures; and
- any coaching plans, training plans or documentation they are expected to use when coaching learners in the workplace.

## Topics:

The topics addressed in this course include:

- Introduction to workplace coaching
- Understanding learning and coaching approaches
- Communication skills for coaches
- The coaching process and coaching plan
- Planning and initiating coaching
- Facilitating and monitoring learning
- Closing and evaluating the coaching

## Assessment:

The assessment for this course includes:

- Short answer questions
- Facilitator observation and sign-off of communication and interpersonal skills demonstrated during course activities
- Evidence of the provision of structured one-on-one coaching to at least one person on job-specific skills and knowledge over a period of at least 3 days, incorporating:
  - At least two hours total coaching time; and
  - An initial meeting, at least one review meeting, and a close-out meeting

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- Preparation of records relating to the coaching undertaken, including records of meetings held with the person being coached
- Reports / observations from a suitable support person on the coaching activities performed
- The candidate's self-reflection on their performance as a coach
- Written responses to questions about the coaching provided in the workplace

## Assessment timeframe:

Participants have 3 months to complete their assessment after attendance at the course. Extensions may be granted where reasonable circumstances prevent completion within this timeframe.

As a general guide, participants should allow approximately 8 – 12 hours to complete the post-course assessment tasks, although this will vary depending on individual circumstances and the nature of their work.

## Resource requirements:

To complete the assessment for this course, participants will need to have access to:

- a computer with internet access to complete and submit assessment tasks
- a person who they can coach in job-specific skills and knowledge
- equipment and documentation relating to the subject matter being coached
- policies, procedures and forms used in the workplace that are relevant to workplace coaching
- a suitably experienced workplace representative who can observe them conducting coaching activities and provide feedback to TSA

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is available for this course.

RPL is a formal assessment process. Applicants must provide sufficient and verifiable evidence to demonstrate that they meet all requirements of the unit. This may include written responses, workplace documentation, and participation in an assessment interview.

Individuals considering RPL are encouraged to contact a TSA Training Advisor prior to enrolment to discuss their suitability.