

Coach others in the workplace

Course duration:	2-days
Workshop aim:	To equip participants with the skills and knowledge to coach others in the workplace, with a focus on helping the person being coached to develop job specific skills, knowledge and attitudes.
Unit covered:	NAT10898002 – Coach others in the workplace <i>This is a nationally recognised enterprise unit which forms part of TSA's accredited Course in field-based Training and Assessment (10898NAT).</i>
Delivery method	Face-to-face, off-the-job facilitated learning, reinforced by a practical, work-based assignment completed after the workshop.
Who should attend?	This course is appropriate for those with significant technical or vocational expertise who are expected to provide one-on-one coaching to others, over a period of time, as part of their work responsibilities. It is particularly suitable for supervisors, team leaders and industry-based trainers who are required to coach others in organisation specific tasks and activities. The course is also appropriate for 'in-cab' trainers.
Pre-requisites:	No qualifications or other formal pre-requisites are necessary to participate in this course. However, it is recommended that participants have a minimum of 12 months experience working in the industry in which they plan to coach so that they have sufficient subject matter knowledge and experience to be able to coach others effectively.
Language, literacy and numeracy (LLN) requirements:	To complete this course successfully, participants need to have reasonably well developed skills in areas such as reading, writing and communication. Examples of activities that participants will need to perform include: <ul style="list-style-type: none">• Accurately complete and maintain training / coaching documentation• Read and understand documentation relating to the subject matter being trained• Speak clearly and provide spoken explanations and instructions• Listen effectively and ask relevant and appropriate questions• Observe learner performance and provide constructive feedback• Use body language appropriately
Access to a practice environment:	To complete the assessment component of this course, participants need to be working in, or have access to, an environment in which they are able to provide one-on-one coaching to another person over a period of time. They will also need access to a support person who is familiar with their organisation's training requirements and has experience as a workplace coach (for example their manager, the site training manager, training coordinator or training advisor).
Pre-course work:	Before attending the workshop, participants are encouraged to access and bring a copy of their organisation's coaching policies, procedures, forms and documentation, including (where possible) an example of a training plan / coaching plan that they will be expected to use when providing coaching in the workplace.

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Topics:

The topics addressed in this course include:

- Introduction to workplace coaching
- How people learn
- Communication skills for coaches
- Stages in the coaching process
- Planning and initiating coaching
- Facilitating and monitoring coaching
- Closing and evaluating the coaching

Assessment:

The assessment for this course includes:

- Short answer questions
- Evidence of the provision of 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
 - Introductory, progress and close out meetings
- 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

Assessment timeframe:

Participants have three months to complete their assessment after attendance at the course.

The number of hours taken to complete this assessment will vary between participants. However, as a rough guide, it is recommended that participants allow approximately 8 – 10 hours to complete the assessment for this course.

Resource requirements:

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

- a computer, a printer and the internet
- 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 / qualified support person who can observe them conducting coaching activities and provide feedback to TSA

Coach others in the workplace

Recognition of Prior Learning (RPL)

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

RPL is suitable for those whose previous knowledge and experience will enable them to demonstrate competency in the unit on which the course is based. TSA's RPL policy and some general information about the RPL process are available in the Policies and Procedures area of our website.

Please contact Training Services Australia for an application kit and for information about the fees and charges that apply. Note that RPL enquiries should be made before attending the course.