



Australian Government

Department of Education, Employment and Workplace Relations

FNSICORG515B Provide mentoring and coaching within the workplace

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit covers the provision of mentoring and coaching within the workplace by managers or supervisors to assist in maximising the opportunity for the individual to achieve individual and organisational goals and ensure career progression within the financial services industry. This unit covers the provision of mentoring and coaching within the workplace by managers or supervisors to assist in maximising the opportunity for the individual to achieve individual and organisational goals and ensure career progression within the financial services industry.

Application of the Unit

This unit requires the application of high level interpersonal, analytical and planning skills to determine mentoring and coaching requirements, identify opportunities for development and manage the conducting of activities. This unit is designed for use, not by trainers, but by managers and supervisors to support adequate and relevant training of staff members and assist in career progression. The ability to develop rapport with individuals is essential to the successful implementation of this unit.

It may apply to all areas of the financial services industry.

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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary for the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements. The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary for the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the Element. **Bold, italicised** terms are elaborated in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

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Elements and Performance Criteria

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Element	Performance Criteria
1 Identify individuals learning and development needs	1.1 Discussion of individual's current and projected role within the organisational is undertaken
	1.2 A training needs analysis based on agreed individual's current and projected role is conducted
	1.3 Mentoring and/or coaching needs are identified and discussed with relevant parties in relation to the individual's role, expected outcomes and career progression
2 Identify appropriate mentoring and/or coaching avenues	2.1 Research is conducted both internally and externally to determine available options for mentoring and coaching, in consideration of the individuals needs and abilities
	2.2 A development plan is written to provide appropriate training and development opportunities to assist the staff member in accomplishing the requirements of the position and to assist in projected career progression

- 2.3 The development plan is tailored to the individuals needs following agreement between relevant management and staff member and in consideration of **company policy and procedure**
 - 2.4 Where appropriate and applicable, specific times and places for coaching are organised and documented
- 3 Undertake mentoring and/or coaching
 - 3.1 Sufficient time and support is provided by the organisation for the conducting of the training and development opportunities documented in the development plan
 - 3.2 Specific skills and/or knowledge are explained and demonstrated to the staff member where applicable
 - 3.3 External sources are contracted to assist in the delivery of training requirements where applicable
 - 3.4 Frequent feedback is provided in a constructive and supportive manner
- 4 Monitor and evaluate mentoring and/or coaching
 - 4.1 Meetings are held with the staff member to identify **outcomes** of the mentoring/coaching process
 - 4.2 Mentoring/coaching is reviewed as part of both staff member and manager/supervisor appraisals
 - 4.3 Difficulties or problems are documented and alternatives presented for future application

Required Skills and Knowledge

REQUIRED KNOWLEDGE&SKILLS

Knowledge requirements include:

knowledge of industry and company career structures and paths

knowledge of relevant available training avenues internally and externally or the ability to source such information

ability to develop and document plans

Skills requirements include:

high level interpersonal and written communication skills, including the ability to build rapport with individuals

strong questioning and listening skills

research and analysis skills

Evidence Guide

EVIDENCE GUIDE

Assessment of performance requirements in the unit should be undertaken in an industry context. The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competency for the unit. Competency is demonstrated by performance of all stated criteria including the Range Statement applicable to the workplace.

Overview of assessment requirements

To achieve competency in this unit, a person must be able to demonstrate:

the ability to develop rapport with individuals to identify career requirements and goals and analysis them in context of organisational requirements and opportunities

the ability to conduct and develop training needs analysis and development plans

the ability to cultivate collective goal setting

the ability to disseminate skills and knowledge

Critical aspects of evidence

Evidence required for demonstration of consistent performance:

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range Statement and contexts applicable to the work environment.

Delivery/assessment relationship to other units:

This unit may be assessed on its own or it may be assessed with other units that cover related skills and knowledge.

Evidence is most relevant when provided through an integrated activity which combines the elements of competency for the unit.

Assessment requirements

Method of assessment:

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

Context of assessment:

Assessment of performance requirements in this unit should be undertaken within the financial services industry context.

Aspects of competency, including attainment of relevant knowledge and skills may be assessed in a simulated work environment or other appropriate means.

Resources required for assessment:

Assessment of this unit of competence requires access to:

qualified assessors and assessment guidelines

a system which facilitates recording of trainee' profiles and progress

facilities for workplace or simulated environment assessment.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts. If **bold italicised** text is shown in Performance Criteria, details of the text are provided in the Range Statement.

Discussion may include, **but is not limited to:**

- staff performance reviews
- setting of goals and objectives
- setting of performance indicators
- review of company business plans
- critical competencies for positions

Mentoring and coaching may include, **but is not limited to:**

- attendance at conferences/seminars
- undertaking of specific training courses
- attendance at regular staff meetings
- one-on-one discussion/training
- self development, including development of computer skills
- professional development

Development plans will include:

- a record of a staff members training and/or development needs
- documented opportunities to assist the staff member in reaching agreed career goals
- provision for regular performance feedback and advice
- a flexible approach to allow for inclusion of feedback and adaptation in approach where necessary

Company policy and procedure may include, **but is not limited to:**

- business and operational plans
- business practice guidelines
- operating manuals
- company codes of practice
- work schedules
- policy documents
- mission statements
- likely career paths

Outcomes may include:

both negative and positive issues arising from the process

Unit Sector(s)

Not applicable.

Relationship to other units

This unit replaces FNSICORG515A.

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