



Australian Government

**Assessment Requirements for MSMSUP382
Provide coaching/mentoring in the
workplace**

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MSAPMSUP382A Provide coaching/mentoring in the workplace

Performance Evidence

- Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria and demonstrate the ability to:
- use interpersonal skills to:
 - build rapport, trust and respect with individuals who have diverse work styles, aspirations, cultures and perspectives
 - facilitate identifying the individual's development goals
 - facilitate identifying solutions and actions
 - encourage and support the individual to develop towards the achievement of goals
 - assist the individual to make decisions about achieving goals
- select and use skills development techniques appropriate to individual's needs to convey workplace knowledge and experience
- evaluate outcomes of process to ensure the individual is achieving goals
- explain workplace knowledge and experience clearly and concisely.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- types of interpersonal skills and application to coaching/mentoring, including:
 - building rapport, trust and respect
 - verbal and non-verbal communications
 - questioning, listening and reflecting
 - self-disclosure
 - giving and accepting feedback
 - establishing a safe environment for open communication
- relevance and application of skills development techniques, including:
 - one-on-one training using explanation and demonstration
 - use of supporting materials in written, visual or other format
 - facilitation/guidance of self-directed learning
 - identifying needs and setting goals
- sources of information for self-directed learning, including:
 - networking

- industry journals
- internet
- organisation knowledge/learning systems/databases
- relevant career paths and competency standards in the organisation.

Assessment Conditions

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>