Assessment Requirements for MSMSUP382
Provide coaching/mentoring in the workplace

Release: 2
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Modification History


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

Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- provided coaching or mentoring to at least 1 individual, including using interpersonal skills to:
  - build rapport, trust and respect with individual
  - 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
- evaluated outcomes of coaching process to ensure the individual is achieving goals.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- types of interpersonal skills and application to coaching and 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 and 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 and databases
• relevant career paths and competency standards in the organisation.
• relationship issues requiring Agreement:
  • the amount of time involved for both parties
  • confidentiality of information
  • identification of development opportunities
  • development plan towards achieving goals
• problems that can inhibit the individual from achieving their goals:
  • interpersonal skills
  • communication skills
  • technical skills
  • foundation skills

Assessment Conditions
Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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