



Australian Government

MSMSUP382 Provide coaching/mentoring in the workplace

Release: 1

MSMSUP382 Provide coaching/mentoring in the workplace

Modification History

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

Application

This unit of competency covers the skills and knowledge required to establish and provide one-to-one coaching/mentoring in the workplace and evaluate its effectiveness.

This unit of competency applies to senior operators, team leaders and similar who have significant workplace experience and who are required to provide coaching and mentoring within their area of expertise. They are required to use interpersonal skills to assist an employee to identify and meet their development needs.

This unit of competency applies to an individual working alone or as part of a team or group and working in liaison with other shift team members and the control room operator, as appropriate.

This unit of competency applies to all work environments in manufacturing and related industries and their supply chain and includes the coaching/mentoring for any skills required within these environments.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Support

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

| | | |
|---|---|--|
| 1 | Establish coaching/mentoring relationship | <p>1.1 Identify areas for development in line with organisation and individual's requirements</p> <p>1.2 Use effective communication styles to develop trust, confidence and rapport</p> <p>1.3 Discuss and clarify expectations and goals</p> <p>1.4 Agree together on how the relationship will be conducted</p> <p>1.5 Seek input from other relevant personnel, if required</p> |
| 2 | Provide coaching/mentoring support | <p>2.1 Assist the individual to identify and evaluate opportunities to achieve agreed goals/development activities</p> <p>2.2 Share personal experiences and knowledge with the individual to assist in progress to agreed goals/development</p> <p>2.3 Provide a supportive environment to allow the individual to develop towards the achievement of goals</p> <p>2.4 Encourage the individual to make decisions and take responsibility for the courses of actions or solutions under consideration</p> <p>2.5 Monitor the relationship and progress of the individual</p> <p>2.6 Provide assistance and guidance in a manner which allows the individual to retain responsibility for achievement in their goals</p> <p>2.7 Identify problems inhibiting the individual from achieving their goals and take appropriate action</p> |

- | | | | |
|---|--|-----|---|
| 3 | Evaluate effectiveness of coaching/mentoring | 3.1 | Recognise and openly discuss changes in the coaching/mentoring relationship |
| | | 3.2 | Make adjustments to the relationship to take account of the needs of both the mentor/coach and the individual |
| | | 3.3 | Seek feedback from individual and other relevant personnel to identify and implement improvements |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Relationship Agreement on the conduct of the relationship includes consideration and resolution of:

- the amount of time involved for both parties
- confidentiality of information
- identification of development opportunities
- development plan towards achieving goals

Problems Problems inhibiting the individual from achieving their goals includes consideration and resolution of:

- interpersonal skills
- communication skills
- technical skills
- foundation skills

Unit Mapping Information

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

Links

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