



Australian Government

MSMSUP382 Provide coaching/mentoring in the workplace

Release: 2

MSMSUP382 Provide coaching/mentoring in the workplace

Modification History

Release 2. Equivalent. Minor edits for improved clarity. Range of conditions removed.

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

Application

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

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

This unit 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 applies to all work environments.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must also be applied.

Pre-requisite Unit

Nil

Unit Sector

Support

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish coaching or mentoring relationship	1.1 Identify areas for development in line with organisation and individual's requirements 1.2 Use effective communication styles to develop trust, confidence and rapport 1.3 Discuss and clarify expectations and goals 1.4 Agree together on how the relationship will be conducted

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	1.5 Seek input from other relevant personnel
2. Provide coaching or mentoring support	2.1 Assist the individual to identify and evaluate opportunities to achieve agreed goals and development activities 2.2 Share personal experiences and knowledge with the individual to assist in progress to agreed goals and development 2.3 Provide a supportive environment to allow the individual to develop towards the achievement of goals 2.4 Encourage the individual to make decisions and take responsibility for the courses of actions or solutions under consideration 2.5 Provide assistance and guidance in a manner which allows the individual to retain responsibility for achievement in their goals 2.6 Identify problems inhibiting the individual from achieving their goals and take appropriate action
3. Evaluate effectiveness of coaching or mentoring	3.1 Monitor the relationship and progress of the individual 3.2 Recognise and openly discuss changes in the coaching or mentoring relationship 3.3 Make adjustments to the relationship to take account of the needs of both the mentor or coach and the individual 3.4 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.

Unit Mapping Information

Release 2. Supersedes and is equivalent to MSAPMSUP382A Provide coaching/mentoring in the workplace.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>