



**Australian Government**

# **PSPGEN036 Provide workplace coaching**

**Release: 1**

## PSPGEN036 Provide workplace coaching

### Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPGOV415A Provide workplace coaching.</p> <ul style="list-style-type: none"> <li>• Unit code updated</li> <li>• Content and formatting updated to comply with the new standards</li> <li>• All PC transitioned from passive to active voice</li> </ul>

### Application

This unit describes the skills required to provide on the job coaching to colleagues. This unit has no parity with National Workplace Trainer standards, but reflects the situation in many workplaces where formal and informal on the job coaching is extremely common. It includes preparation for coaching, and provision of and follow-up of coaching.

This unit applies to those working in generalist and specialist roles within the public sector.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently, performing complex tasks in a range of familiar contexts.

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

### Competency Field

General

### Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used,

outcomes	further information is detailed in the range of conditions section.
<b>1. Prepare for coaching</b>	<p>1.1 Confirm the need for coaching.</p> <p>1.2 Identify specific coaching needs through discussion with the colleague to be coached.</p> <p>1.3 Undertake self-assessment of own competencies and coaching style and confirm compatibility with colleague's needs and learning style.</p> <p>1.4 Obtain approval for coaching arrangement.</p> <p>1.5 Negotiate coaching agreement with the colleague.</p>
<b>2. Provide coaching</b>	<p>2.1 Explain and agree upon the principles and application of coaching.</p> <p>2.2 Explain and demonstrate specific competencies to be coached.</p> <p>2.3 Communicate any required underpinning knowledge and skills in a manner suited to the person's specific needs.</p> <p>2.4 Check the understanding of the person being coached.</p> <p>2.5 Provide the opportunity to practise and ask questions.</p> <p>2.6 Provide feedback and review goals with the person being coached and adjust as necessary.</p>
<b>3. Follow up coaching</b>	<p>3.1 Monitor progress with new competencies in the workplace and provide supportive assistance as required.</p> <p>3.2 Report progress.</p> <p>3.3 Identify and rectify performance problems or difficulties with the coaching or refer for follow up.</p> <p>3.4 Maintain confidentiality regarding coaching arrangements.</p> <p>3.5 Manage the perceptions of those outside the coaching arrangement.</p>

## Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

## Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV415A Provide workplace coaching.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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