



**Australian Government**

# **Assessment Requirements for PSPGEN124 Provide workplace coaching**

**Release: 1**

# Assessment Requirements for PSPGEN124 Provide workplace coaching

## Modification History

Supersedes and is not equivalent to PSPGEN036 Provide workplace coaching.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:

- provide supportive on-the-job coaching with constructive and supportive feedback
- plan coaching content, review and adjust goals
- give instructions to those being coached
- use communication strategies, including listening, questioning, giving and receiving feedback
- seek and provide feedback on coaching session
- self-assess coaching sessions and modify techniques as a result
- deal with a situation where there is a communication breakdown.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation, regulations, policies, procedures and guidelines relating to provision of workplace coaching
- current competency in the area being coached
- basic principles and theory of coaching including:
  - explanation
  - demonstration
  - review
  - trainee explanation
  - trainee demonstration
  - feedback
- strategies for working with a trainee or mentee including encouraging self-reflection, confidence and the building of rapport.

## Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, regulations, policies, procedures and guidelines relating to the provision of workplace coaching
- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

## **Links**

Companion Volume implementation guides are found in VETNet -

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