Assessment Requirements for
SITXHRM001 Coach others in job skills

Release: 1
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Modification History

Not applicable.

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:

- provide effective on-the-job coaching to four different colleagues
- address identified performance problems or difficulties experienced by colleagues in each of the above coaching sessions and rectify or refer as appropriate
- evaluate colleagues’ performance and provide constructive feedback as part of above coaching sessions
- demonstrate the following during each of the above coaching activities:
  - clear communication and demonstration of the organisational tasks required of the colleague
  - completion of training within commercial time constraints
  - application of the key principles of training.

Knowledge Evidence

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

- communication techniques suitable to a workplace training context
- objectives and scope of the coaching
- factors which impact need for coaching:
  - direction from colleagues
  - own observation and workplace experience
  - request for coaching from colleagues to be coached
- key principles of training:
  - explanation
  - demonstration
  - review
  - listening to trainee explanation
  - observing and evaluating trainee demonstration
  - providing feedback
- legislative work health and safety and hygiene requirements
- possible causes of performance problems or difficulties:
• breakdown in communication
• inappropriate circumstances for coaching
• insufficient opportunity to practice
• language or cultural barriers
• shyness or lack of confidence.

Assessment Conditions
Skills must be demonstrated in an operational environment with colleagues requiring coaching. This can be:
• an industry workplace
• a simulated industry environment.

Assessment must ensure access to:
• work tasks in which to coach others
• colleagues in need of training; these can be:
  • colleagues in an industry workplace who are assisted by the individual during the assessment process; or
  • individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

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=68c40a93-e51d-4e0f-bc06-899dff092694