



Australian Government

AMPPPL301 Provide coaching

Release: 1

AMPPPL301 Provide coaching

Modification History

Release	Comments
Release 1	This version released with AMP Australian Meat Processing Training Package Version 8.0.

Application

This unit describes the skills and knowledge required to act as a coach to another worker, in the workplace.

In this unit, the coaching process focuses on supporting and guiding another worker to master new tasks and technical skills. In many workplaces, this is referred to as a ‘buddy’ system. Coaching or buddying is used throughout many different industries. It is a strategy that may facilitate worker retention.

This unit applies to individuals who work under broad direction and take responsibility for their own work, including limited responsibility for the work of others. They provide and communicate solutions to a range of predictable problems. They may come from any area or level of the organisation.

All work must be carried out to comply with workplace procedures, according to state/territory health and safety regulations, legislation and standards that apply to the workplace.

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

Pre-requisite Unit

Nil

Unit Sector

People (PPL)

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>

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1. Establish coaching relationship	1.1 Identify areas for development according to organisational and individual requirements 1.2 Apply effective communication styles to develop trust, confidence and rapport 1.3 Make coaching arrangements on how the relationship will be conducted 1.4 Agree on expectations and goals 1.5 Seek input from relevant personnel, when required
2. Provide coaching support	2.1 Assist individuals to clarify tasks, skills, duties and other requirements associated with their positions 2.2 Assist individuals to build required skills and expertise through demonstration, guidance, practise, advice and constructive feedback 2.3 Provide a supportive environment to allow individuals to work towards achieving required skill levels 2.4 Encourage individuals to make decisions and take responsibility for the courses of action or solutions under consideration 2.5 Provide assistance and guidance in a manner that allows individuals to retain responsibility for personal performance
3. Evaluate effectiveness of coaching	3.1 Recognise and openly discuss changes in the coaching relationship 3.2 Make adjustments to the relationship to take account of the needs of both the coach and the individual 3.3 Seek feedback from colleagues and other relevant personnel to identify and implement improvements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Learning	- Create a safe place for learning and development - Assist with goal setting

Skill	Description
	- Plan and organise coaching sessions - Assist with problem-solving related to skill development
Oral communication	- Interact effectively with worker being coached, listening carefully, clarifying information and guiding skill development - Give and receive feedback to promote individual's worthiness - Interact effectively with individuals who have different work styles, aspirations, cultures and perspectives

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AMPPPL301 Provide coaching	AMPX306 Provide coaching	Unit code updated Performance Criteria clarified Foundation Skills added Performance Evidence, Knowledge Evidence and Assessment Conditions reworded for clarity	Equivalent

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPPPL301 Provide coaching

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Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has established a coaching relationship, provided coaching support and evaluated the coaching for at least one individual, over a period of at least four weeks, in a workplace setting.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- how to ensure a safe learning environment
- principles of coaching for development of competence
- access, equity and human rights issues in relation to own area of work
- workplace procedures, work instructions, relevant regulatory requirements and how they apply to coaching processes
- relevant workplace health and safety requirements
- methods for identifying development opportunities
- coaching methodologies and strategies
- role and benefits of coaching in a workplace
- effective communication methods.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a workplace setting or an environment that accurately represents workplace conditions
- specifications:
 - workplace policies and procedures relevant to mentoring relationships

- relationships:
 - interactions with worker being coached.

Assessment for this unit must include at least three forms of evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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