



Australian Government

Assessment Requirements for MSMSUP382 Provide coaching/mentoring in the workplace

Release: 2

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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.

Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- provided coaching or mentoring to at least 1 individual, including using interpersonal skills to:
 - build rapport, trust and respect with individual
 - facilitate identifying the individual's development goals
 - facilitate identifying solutions and actions
 - encourage and support the individual to develop towards the achievement of goals
 - assist the individual to make decisions about achieving goals
- evaluated outcomes of coaching process to ensure the individual is achieving goals.
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Knowledge Evidence

There must be evidence the candidate has knowledge of:

- types of interpersonal skills and application to coaching and mentoring, including:
 - building rapport, trust and respect
 - verbal and non-verbal communications
 - questioning, listening and reflecting
 - self-disclosure
 - giving and accepting feedback
 - establishing a safe environment for open communication
- relevance and application of skills development techniques, including:
 - one-on-one training using explanation and demonstration
 - use of supporting materials in written, visual or other format
 - facilitation and guidance of self-directed learning
 - identifying needs and setting goals
- sources of information for self-directed learning, including:
 - networking
 - industry journals

- internet
- organisation knowledge, learning systems and databases
- relevant career paths and competency standards in the organisation.
- relationship issues requiring Agreement:
 - the amount of time involved for both parties
 - confidentiality of information
 - identification of development opportunities
 - development plan towards achieving goals
- problems that can inhibit the individual from achieving their goals:
 - interpersonal skills
 - communication skills
 - technical skills
 - foundation skills
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Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

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