



Australian Government

MSMSUP382 Provide coaching/mentoring in the workplace

Release: 2

MSMSUP382 Provide coaching/mentoring in the workplace

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.

Application

This unit describes the skills and knowledge required to establish and provide one-to-one coaching and/or mentoring in the workplace and evaluate its effectiveness.

This unit applies to senior operators, team leaders or personnel who have significant workplace experience and who are required to use interpersonal skills to provide coaching and mentoring within their area of expertise to assist an employee to identify and meet his/her development needs.

This unit applies to an individual working alone or as part of a team or group and working in liaison with other shift team members and the control room operator, as appropriate.

This unit applies to all work environments.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must also be applied.

Pre-requisite Unit

Nil

Unit Sector

Support

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>
1. Establish coaching or mentoring relationship	1.1 Identify areas for development in line with organisation and individual's requirements 1.2 Use effective communication styles to develop trust, confidence and rapport 1.3 Discuss and clarify expectations and goals 1.4 Agree together on how the relationship will be conducted

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	1.5 Seek input from other relevant personnel
2. Provide coaching or mentoring support	2.1 Assist the individual to identify and evaluate opportunities to achieve agreed goals and development activities 2.2 Share personal experiences and knowledge with the individual to assist in progress to agreed goals and development 2.3 Provide a supportive environment to allow the individual to develop towards the achievement of goals 2.4 Encourage the individual to make decisions and take responsibility for the courses of actions or solutions under consideration 2.5 Provide assistance and guidance in a manner which allows the individual to retain responsibility for achievement in their goals 2.6 Identify problems inhibiting the individual from achieving their goals and take appropriate action
3. Evaluate effectiveness of coaching or mentoring	3.1 Monitor the relationship and progress of the individual 3.2 Recognise and openly discuss changes in the coaching or mentoring relationship 3.3 Make adjustments to the relationship to take account of the needs of both the mentor or coach and the individual 3.4 Seek feedback from individual and other relevant personnel to identify and implement improvements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Release 2. Supersedes and is equivalent to MSAPMSUP382A Provide coaching/mentoring in the workplace.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for MSMSUP382 Provide coaching/mentoring in the workplace

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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.

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