



Australian Government

PSPGEN018 Work with a coach or mentor

Release: 1

PSPGEN018 Work with a coach or mentor

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPGOV311A Work with a coach or mentor. • Unit code updated • Content and formatting updated to comply with the new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to work with a coach or mentor. It includes seeking out and arranging for coaching or mentoring, and maximising the value of the experience.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently performing complex tasks in a range of familiar and unfamiliar contexts.

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

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.

1. Arrange for coaching or mentoring	1.1 Identify the need for assistance and the benefits of coaching versus mentoring and discuss with others to determine best option. 1.2 Select coaching or mentoring in accordance with the identified benefits. 1.3 Prepare a checklist to assist in explaining the purpose and desired outcomes of the coaching or mentoring arrangement. 1.4 Obtain assistance where necessary to identify and approach suitable person/s to request coaching or mentoring. 1.5 Negotiate a coaching or mentoring arrangement in accordance with the identified need, personal expectations, ability and availability of the coach or mentor, cultural and other considerations.
2. Work with a coach or mentor	2.1 Establish ground rules and set realistic expectations. 2.2 Explore options to attain goals and prepare a plan to document the arrangement. 2.3 Manage time to achieve learning goals. 2.4 Monitor progress, achieve or adjust goals as required.
3. Maximise coaching or mentoring results	3.1 Take the initiative to build and maintain the coaching or mentoring relationship. 3.2 Obtain information and feedback from coach or mentor by asking questions. 3.3 Use active listening to ensure contact time is used productively and new learning is consolidated. 3.4 Use techniques for resolving differences without damaging the relationship and seek assistance if this is not possible. 3.5 Negotiate closure of the coaching or mentoring arrangement once goals have been met or either party wishes to withdraw.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV311A Work with a coach or mentor.

Links

Companion Volume implementation guides are found in VETNet -

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

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Assessment Requirements for PSPGEN018 Work with a coach or mentor

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- applying legislation, regulations and policies relating to coaching and mentoring in the public sector
- using communication techniques including active listening, questioning, giving and receiving feedback, negotiation and conflict resolution
- planning and setting objectives
- self-assessing learning style, skills gaps and ongoing competency development

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- public sector legislation including work health and safety and environment, regulations, policies, procedures and guidelines relating to privacy, confidentiality, anti-discrimination, harassment, workplace bullying
- the role of coaching and mentoring in competency development and career enhancement
- differences between coaching and mentoring and the benefits of each
- principles of emotional intelligence and its application to working in a one-to-one relationship with a coach/mentor

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

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

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