



Australian Government

PSPGEN048 Support workplace coaching and mentoring

Release: 1

PSPGEN048 Support workplace coaching and mentoring

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 PSPGOV506A Support workplace coaching and mentoring. • 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 promote and support coaching and mentoring in the organisation. It includes developing a coaching and/or mentoring strategy, establishing a coaching/mentoring framework, implementing and supporting coaching/mentoring, monitoring coaching/mentoring arrangements and consolidating opportunities for further coaching/mentoring.

This unit applies to those working in generalist and specialist roles within the public sector.

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 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	Performance criteria describe the performance needed to demonstrate

the essential outcomes	achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Develop coaching/mentoring strategy	1.1 Research the potential for coaching and mentoring within the organisation. 1.2 Implement and promote a coaching and mentoring framework, linked to other human resource strategies in the organisation. 1.3 Outline benefits to all parties involved in coaching and mentoring, ensuring consistency with the organisation's philosophy and goals. 1.4 Establish ground rules for coaching and mentoring in the organisation. 1.5 Develop timelines for the implementation of the strategy with key stakeholders. 1.6 Seek organisational support and resources for the strategy.
2. Establish a coaching/mentoring framework	2.1 Identify a range of coaching/mentoring models to suit the organisation's needs. 2.2 Arrange training for those interested in being coaches, coached, mentors and/or mentored. 2.3 Develop and monitor the requirements of coaching and mentoring contracts/agreements in accordance with the strategy. 2.4 Identify the range of stages in coaching and mentoring relationships and ensure flexibility in the framework. 2.5 Formalise protocols for matching participants and dealing with difficulties, disputes and grievances.
3. Implement and support coaching and mentoring	3.1 Promote the value of coaching and mentoring at all levels of the organisation. 3.2 Identify opportunities for mentoring and coaching and communicate to interested parties. 3.3 Use internal and external networks to support coaching and mentoring. 3.4 Suggest techniques and practices for resolving differences without damaging relationships, or provide assistance.
4. Monitor coaching and mentoring arrangements	4.1 Encourage people involved in coaching and mentoring to reflect on organisational processes, organisational support and their activities to identify opportunities for improvement and innovation. 4.2 Evaluate and implement recommendations made for improvements in the coaching/mentoring strategy as necessary.
5. Consolidate opportunities for further coaching and mentoring	5.1 Recognise and acknowledge positive contributions of individuals to coaching and mentoring arrangements. 5.2 Celebrate and reward positive changes created through coaching and mentoring arrangements.

mentoring	5.3 Identify and promote ongoing opportunities for coaching and mentoring.
------------------	--

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 PSPGOV506A Support workplace coaching and mentoring.

Links

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for PSPGEN048 Support workplace coaching and mentoring

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 workplace coaching and mentoring
- undertaking research and analysis
- using effective communication with a diverse workforce including active listening, giving and receiving feedback

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 WHS and environment, regulations, policies, procedures and guidelines relating to workplace coaching and mentoring including privacy and freedom of information
- codes of ethics
- code of conduct
- policy and procedures for specific environment
- human resource strategies that link to a coaching/mentoring strategy
- strategic goals and direction/plan
- principles and practices of coaching and mentoring that need to be addressed in the organisational strategy
- coaching/mentoring methodologies and strategies

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.

Links

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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