



Australian Government

PSPGEN124 Provide workplace coaching

Release: 1

PSPGEN124 Provide workplace coaching

Modification History

Supersedes and is not equivalent to PSPGEN036 Provide workplace coaching.

Application

This unit describes the performance outcomes, skills and knowledge required to provide on-the-job coaching to colleagues. This unit aligns to requirements in workplaces where formal and informal on-the-job coaching applies.

This unit applies to those working in generalist and specialist roles within the public sector or similar organisational contexts. Those undertaking this unit work independently, performing complex tasks in a range of familiar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

General

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Prepare for coaching.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Confirm the need for coaching according to organisation policies and procedures.
- 1.2. Identify coaching needs through discussion with the colleague to be coached.
- 1.3. Undertake self-assessment to confirm compatibility with colleague's needs and learning style.
- 1.4. Obtain approval for coaching arrangement.
- 1.5. Negotiate coaching agreement with the colleague.

2. Conduct coaching.
 - 2.1. Agree upon the principles and application of coaching.
 - 2.2. Demonstrate competencies to be coached.
 - 2.3. Communicate underpinning knowledge and skills in a manner suited to the person's needs.
 - 2.4. Check the understanding of the person being coached.
 - 2.5. Provide the opportunity to practise and ask questions.
 - 2.6. Provide feedback and review goals with the person being coached and adjust as necessary.
3. Follow up coaching.
 - 3.1. Monitor progress with new competencies in the workplace and provide supportive assistance.
 - 3.2. Report progress as required in the coaching agreement.
 - 3.3. Identify and rectify performance problems or difficulties with coaching.
 - 3.4. Maintain confidentiality.
 - 3.5. Manage perceptions of those outside the coaching arrangement.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Initiative and enterprise skills to:	• seek out and review information related to work activities in which coaching is to occur.

Unit Mapping Information

Supersedes and is not equivalent to PSPGEN036 Provide workplace coaching.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for PSPGEN124 Provide workplace coaching

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Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:

- provide supportive on-the-job coaching with constructive and supportive feedback
- plan coaching content, review and adjust goals
- give instructions to those being coached
- use communication strategies, including listening, questioning, giving and receiving feedback
- seek and provide feedback on coaching session
- self-assess coaching sessions and modify techniques as a result
- deal with a situation where there is a communication breakdown.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation, regulations, policies, procedures and guidelines relating to provision of workplace coaching
- current competency in the area being coached
- basic principles and theory of coaching including:
 - explanation
 - demonstration
 - review
 - trainee explanation
 - trainee demonstration
 - feedback
- strategies for working with a trainee or mentee including encouraging self-reflection, confidence and the building of rapport.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, regulations, policies, procedures and guidelines relating to the provision of workplace coaching
- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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