



Australian Government

SIRXTAD003 Coach others for success

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to identify coaching needs and provide coaching to team members for improved performance.

It applies to individuals working in frontline management roles in a diverse range of industry sectors and business contexts. They operate independently with some responsibility for development of others, and within established organisational policies and procedures.

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

Pre-requisite Unit

Nil

Competency Field

Training and Development

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify coaching needs.	1.1. Identify coaching opportunities to improve team member's skills and knowledge levels. 1.2. Organise suitable time and place for coaching that is supportive and conducive to learning. 1.3. Agree on coaching format and communicate before coaching takes place.
2. Provide coaching to team members.	2.1. Explain the purpose of coaching to team member. 2.2. Explain and demonstrate specific skills or processes to be focus of coaching. 2.3. Communicate required knowledge and check team

- member's understanding.
- 2.4. Discuss behaviours associated with the task or processes.
- 2.5. Provide opportunities for team member to practise new skills and ask questions.
3. Follow up on coaching experience.
- 3.1. Assess trainee ability to apply newly learnt skills and knowledge.
- 3.2. Review goals with trainee, provide feedback in a supportive manner, and adjusted as necessary.
- 3.3. Monitor progress of team members and provide ongoing support.
- 3.4. Identify performance difficulties and rectify or refer to appropriate personnel for follow up.

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
Oral communication skills to:	use active listening and open questioning techniques to confirm trainee understanding of information provided during coaching experience.
Initiative and enterprise skills to:	identify difficulties experienced by the trainee throughout coaching experience and adjust approaches to coaching accordingly.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>

Assessment Requirements for SIRXTAD003 Coach others for success

Modification History

Not applicable.

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:

- identify the coaching needs of three different team members
- plan for, and conduct one coaching session for the above team members
- demonstrate the following in each of the above coaching sessions:
 - application of key coaching principles
 - evaluation of trainee performance
 - provision of feedback to team member
 - clear communication and demonstration of required tasks.

Knowledge Evidence

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

- communication techniques suitable to a coaching context
- objectives and scope of coaching
- application and benefits of coaching
- key coaching principles:
 - explanation
 - questioning
 - listening to trainee
 - observing and evaluating trainee competency
 - providing feedback
- workplace environments required to support effective coaching sessions
- learning styles and techniques for adapting coaching to suit various learning styles.

Assessment Conditions

Skills must be demonstrated in a services industry environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- team members in need of coaching; this can be:
 - individuals in an industry workplace, or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.

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

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