



Australian Government

Assessment Requirements for SITXHRM007 Coach others in job skills

Release: 1

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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:

- provide effective on-the-job coaching to two different colleagues
- address identified performance problems or difficulties experienced by colleagues in each of the above coaching sessions and rectify or refer as appropriate
- evaluate colleagues' performance and provide constructive feedback as part of above coaching sessions
- apply the following during each of the above coaching activities:
 - clear communication and demonstration of the organisational tasks required of the colleague
 - completion of training within commercial time constraints
 - key principles of training.

Knowledge Evidence

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

- communication techniques suitable to a workplace training context
- objectives and scope of the coaching
- factors which impact need for coaching:
 - direction from colleagues
 - own observation and workplace experience
 - request for coaching from colleagues to be coached
- key principles of training:
 - explanation
 - demonstration
 - review
 - listening to trainee explanation
 - observing and evaluating trainee demonstration
 - providing feedback
- legislative work health and safety and hygiene requirements
- organisational procedures related to work tasks

- possible causes of performance problems or difficulties:
 - breakdown in communication
 - inappropriate circumstances for coaching
 - insufficient opportunity to practice
 - language or cultural barriers
 - shyness or lack of confidence.

Assessment Conditions

Skills must be demonstrated in an operational business environment. This can be:

- an industry workplace; or
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- work tasks in which to coach others
- colleagues in need of coaching. These can be:
 - colleagues in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

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

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>