



Australian Government

SITXHRM007 Coach others in job skills

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide on-the-job coaching to colleagues. It requires the ability to explain and demonstrate specific skills, knowledge and procedures and monitor the progress of colleagues until they are able to operate independently of the coach.

The unit applies to experienced operational personnel and to supervisors and managers who informally train other people in new workplace skills and procedures.

It applies to all tourism, travel, hospitality and event sectors.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand 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

Human Resource Management

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Prepare for on-the-job coaching.
2. Coach colleagues

PERFORMANCE CRITERIA

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

- 1.1. Identify need for coaching based on assessment of relevant factors.
- 1.2. Identify specific coaching needs through discussion with colleague and organise coaching sessions.
- 2.1. Explain overall purpose of coaching to colleague.

- on-the-job.
- 2.2. Explain and demonstrate specific skills.
 - 2.3. Communicate required knowledge and check colleague understanding.
 - 2.4. Advise on organisational procedures for completing workplace tasks.
 - 2.5. Provide colleague with opportunity to practise skill and ask questions.
 - 2.6. Provide feedback in constructive and supportive manner.
3. Follow-up coaching.
- 3.1. Monitor progress of new workplace skills and provide supportive assistance.
 - 3.2. Report progress to the appropriate person.
 - 3.3. Identify performance problems or difficulties with coaching and rectify or refer to appropriate person 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
Reading skills to:	review workplace documentation completed by colleague.
Oral communication skills to:	use active listening and open questioning techniques to confirm understanding.
Numeracy skills to:	estimate adequate time required for coaching and for the colleague to complete required tasks.
Planning and organising skills to:	complete own work tasks within designated timeframes and simultaneously coach others in their job skills.

Unit Mapping Information

Supersedes and is equivalent to SITXHRM001 Coach others in job skills.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITXHRM007 Coach others in job skills

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.

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