

Training & Development – Competency Standards

Unit of Competency

Functional Area: Training Approach and Delivery

- 1. Name :** Coaching Skills
- 2. Code :** TDZZAD405A
- 3. Level :** 4
- 4. Credit :** 2 units (1 QF unit is equivalent to 10 notional hours of learning)
- 5. Range :** Ability to, in relation to the trade, apply skills and techniques to help individuals or small groups to recognize their strengths and weaknesses, and facilitate their identification of their performance deficiencies and/or development potential/opportunities, and secure their commitment to take positive actions, offering advice as appropriate.
- 6. Competency : Performance Requirements**

Knowledge and Intellectual Skills

- Possess means and resources to acquire a broad knowledge on coaching.
- Able to understand the training needs of the coachee(s) and assist the supervisor in initiating coaching activities for the coachee(s) to reach the objectives.
- Able to provide and seek information relevant to the coachee(s) during the training process.
- Able to assist the supervisor in search for necessary resources to generate a range of positive responses from the coachee(s).

Process

- Able to assist the supervisor in organizing ice-breaking activities such as game, case study, role-play, etc. that are applied as starters in the coaching process.
- Able to assist supervisor in preparing the necessary information and resources for planned training methods.
- Able to receive and to keep records of enquiries for the supervisor to assess the progress of the coachee(s).

Application, Autonomy and Accountability

- Able to observe the improved or deteriorated performance of the coachee(s) and to provide suggestions to the supervisor for judgment.
- Able to understand organization's directives.

- Able to understand organization policies on HR development and resource allocation.
- Able to assist the supervisor to ensure a barrierless atmosphere to liaison with coachee(s).
- Able to understand the requirements for the quality of outputs rendered by the supervisor.

Communication, IT and Numeracy

- Able to prepare training materials for the supervisor in communicating effectively with.
- Able to understand the techniques used by the supervisor in the appropriate coaching skills in both familiar and non-routine situations.
- Able to find the latest information and happenings related to the use of coaching methods.
- Able to use common IT software in preparing materials, conducting monitoring and assessment, and keeping track of progress for the coaching activity.
- Able to understand the coaching methods in order to reach the desired outcomes.

7. Assessment Guideline

Under supervision, the trainer must be able to apply skills and techniques in coaching activities in order to reach the desired outcomes.