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| Title: | | **Understanding training and coaching in the workplace** | | |
| Level: | | **3** | | |
| Credit value: | | **2** | | |
| Unit guided learning hours | | **7** | | |
| Learning outcomes (the learner will) | | | Assessment criteria (the learner can) | |
| 1. Understand how to provide training appropriate to the workplace | | | 1.1  1.2  1.3  1.4  1.5 | Explain how to identify the training needs for individuals in the workplace  Describe training techniques appropriate to the workplace  Explain how knowledge of different learning styles can assist when training individuals in the workplace  Describe a method of evaluating the effectiveness of training  Describe how to maintain training records in the workplace |
| 1. Understand how to coach an individual in an organisation | | | 2.1  2.2  2.3  2.4 | Explain how to identify the coaching needs for individuals in the workplace  Explain how to plan the coaching for an individual in the workplace  Explain the importance of feedback in coaching  Describe a method of evaluating the effectiveness of coaching in the workplace |
| **Additional information about the unit** | | |  | |
| Unit purpose and aim(s) | | | To develop knowledge and understanding of training and coaching as required by a practising or potential first line manager. | |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | | | Links to Management & Leadership 2008 NOS: D7 | |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | | |  | |
| Support for the unit from a sector skills council or other appropriate body (if required) | | | Council for Administration (CfA) | |
| Equivalencies agreed for the unit (if required) | | | M3.18 – Coaching and training your work team | |
| Location of the unit within the subject/sector classification system | | | 15.3 – Business Management | |
| **Additional Guidance about the Unit** | | | | |
| **Indicative Content:** | | | | |
| 1 | * Identifying when training is an appropriate method to address a development need * Training techniques appropriate to the workplace situation * Range of learning styles and their implications for training design * Relevant feedback techniques * Methods to evaluate effectiveness of training * Appropriate recording systems * Supervised practice or simulation to develop the ability to apply knowledge and skills | | | |
| 2 | * Identifying when coaching is an appropriate method to address a development need * Coaching techniques as appropriate to the workplace situation * Role of feedback in coaching * Methods to evaluate effectiveness of coaching * Supervised practice or simulation to develop the ability to apply knowledge and skills | | | |