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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

REGISTERED UNIT STANDARD:

Coach a team member in order to enhance individual performance in work environment

SAQA US ID	UNIT STANDARD TITLE			
113909	Coach a team member in order to enhance individual performance in work environment			
ORIGINATOR		ORIGINATING PROVIDER		
SGB Insurance and Investment				
QUALITY ASSURING BODY				
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FIELD			SUBFIELD	
Field 03 - Business, Commerce and Management Studies			Finance, Economics and Accounting	
ABET BAND	UNIT STANDARD TYPE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	NQF Level 03	5
REGISTRATION STATUS		REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
Reregistered		2012-07-01	2015-06-30	SAQA 0695/12
LAST DATE FOR ENROLMENT		LAST DATE FOR ACHIEVEMENT		
2016-06-30		2019-06-30		

In all of the tables in this document, both the pre-2009 NQF Level and the NQF Level is shown. In the text (purpose statements, qualification rules, etc), any references to NQF Levels are to the pre-2009 levels unless specifically stated otherwise.

This unit standard does not replace any other unit standard and is not replaced by any other unit standard.

PURPOSE OF THE UNIT STANDARD

This Unit Standard focuses on coaching individuals in a business environment in order to improve the level of performance to meet a team`s required service levels. The learner is required to demonstrate knowledge and skill in an authentic work situation.

The qualifying learner is capable of

- Explaining the concept of coaching in a business environment.
- Demonstrating skills and techniques required of a coach.
- Developing an action plan to coach two team members.
- Gathering evidence and monitoring progress.

LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

There is open access to this Unit Standard. Learners should be competent in Communication and Mathematical Literacy at NQF Level 2.

UNIT STANDARD RANGE

The typical scope of this Unit Standard is:

- An action plan should include, but is not limited to reference to key performance areas (KPA's), assessment of the situation, gaps in performance, contracting with learners, time frames, resources required, planned outcomes and the measurement of those outcomes.

Specific Outcomes and Assessment Criteria:

SPECIFIC OUTCOME 1

Explain the concept of coaching in a business environment.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

1. The concept of coaching is explained with examples.

ASSESSMENT CRITERION 2

2. Coaching, counseling, training and mentoring as management tools are explained and an indication is given of when each is appropriate.

ASSESSMENT CRITERION 3

3. The qualities required of an effective coach are listed and related to the role of team leader or supervisor.

SPECIFIC OUTCOME 2

Demonstrate skills and techniques required of a coach.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

1. The importance of effective listening is explained and an indication is given of the consequences when managers have poor listening skills.

ASSESSMENT CRITERION 2

2. Questions are asked to establish the learner`s level of understanding and competence in a specific task.

ASSESSMENT CRITERION 3

3. The skills required to give different types of feedback are demonstrated for three different scenarios.

ASSESSMENT CRITERION 4

4. Techniques for leading learners to reflect on their own performance are demonstrated for three different authentic work situations.

SPECIFIC OUTCOME 3

Develop action plans to coach team members.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

1. The process to be followed in coaching is applied and action plans are developed to coach two team members in specific tasks.

ASSESSMENT CRITERION 2

2. The roles and responsibilities of coach and learner are explored in order to clarify expectations.

SPECIFIC OUTCOME 4

Gather evidence and monitor progress.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

1. Evidence of achievement or progress is gathered and a decision is made to sign off, continue coaching or refer the learner for two case studies.

ASSESSMENT CRITERION 2

2. Feedback from the learner is used to adapt an action plan or change a coaching approach for two different case studies.

ASSESSMENT CRITERION 3

3. The impact of a coaching process on the performance of a learner is assessed in order to determine return on effort.

UNIT STANDARD ACCREDITATION AND MODERATION OPTIONS

Accreditation for this Unit Standard shall be obtained from the relevant Education and Training Quality Assurance Body, through summative and formative assessment by a registered assessor.

- Assessors must be registered as an Assessor with the relevant ETQA
- Moderators must be registered as assessors with the relevant ETQA, or with an ETQA that has a Memorandum of Agreement with the relevant ETQA.
- Training providers must be accredited by the relevant ETQA.

Moderation should include both internal and external moderation where applicable.

UNIT STANDARD DEVELOPMENTAL OUTCOME

N/A

UNIT STANDARD LINKAGES

N/A

Critical Cross-field Outcomes (CCFO):**UNIT STANDARD CCFO IDENTIFYING**

The learner is able to identify and solve problems by assessing a situation; determining the gaps in performance and proposing a development plan for two learners.

UNIT STANDARD CCFO WORKING

A learner is able to work as a member of a team in coaching a team member to improve individual performance in the team.

UNIT STANDARD CCFO ORGANISING

The learner is able to organise and manage his/her activities responsibly and effectively when coaching a team member and giving feedback.

UNIT STANDARD CCFO COLLECTING

The learner is able to collect, organise and evaluate information gathering evidence of achievement and assessing return on effort.

UNIT STANDARD CCFO COMMUNICATING

A learner is able to communicate effectively using in coaching individuals and giving feedback.

UNIT STANDARD CCFO DEMONSTRATING

A learner is able to demonstrate cultural sensitivity in coaching individuals to improve their level of skill.

UNIT STANDARD CCFO CONTRIBUTING

A learner is able to act as a responsible citizen in the organisation by identifying gaps in knowledge and skill required to meet a team`s service levels.

QUALIFICATIONS UTILISING THIS UNIT STANDARD:

	ID	QUALIFICATION TITLE	PRE-2009 NQF LEVEL	NQF LEVEL	STATUS	END DATE	QUALITY ASSURING BODY
Core	48494	National Certificate: Financial Services Management	Level 3	NQF Level 03	Passed the End Date - Status was "Reregistered"	2012-06-30	INSETA
Core	60369	National Certificate: Strata Control Operations	Level 3	NQF Level 03	Reregistered	2015-06-30	MQA
Elective	49752	National Certificate: Environmental Practice	Level 3	NQF Level 03	Reregistered	2015-06-	LG SETA

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Elective	58577	National Certificate: General Security Practices	Level 3	NQF Level 03	Reregistered	2015-06-30	SAS SETA
Elective	65549	National Certificate: Mining Technical Support	Level 3	NQF Level 03	Reregistered	2015-06-30	MQA
Elective	79407	National Certificate: Polymer Compound Manufacturing	Level 3	NQF Level 03	Reregistered	2015-06-30	MERSETA
Elective	50285	National Certificate: Professional Driving	Level 3	NQF Level 03	Reregistered	2015-06-30	TETA
Elective	59019	National Certificate: Tissue Conversion	Level 3	NQF Level 03	Reregistered	2015-06-30	FPMSETA
Elective	63409	National Certificate: Wholesale and Retail Operations	Level 3	NQF Level 03	Reregistered	2015-06-30	W&RSETA
Elective	78529	Further Education and Training Certificate: Chemical Operations	Level 4	NQF Level 04	Reregistered	2015-06-30	As per Learning Programmes recorded against this Qual
Elective	49649	Further Education and Training Certificate: Long-term Insurance	Level 4	NQF Level 04	Reregistered	2015-06-30	INSETA
Elective	49356	Further Education and Training Certificate: Medical Claims Assessing	Level 4	NQF Level 04	Reregistered	2015-06-30	INSETA
Elective	61949	Further Education and Training Certificate: Pulp and Paper Operations	Level 4	NQF Level 04	Reregistered	2015-06-30	FPMSETA
Elective	66609	Further Education and Training Certificate: Retail Insurance	Level 4	NQF Level 04	Reregistered	2015-06-30	As per Learning Programmes recorded against this Qual
Elective	66610	Further Education and Training Certificate: Short Term Insurance	Level 4	NQF Level 04	Reregistered	2015-06-30	As per Learning Programmes recorded against this Qual
Elective	57613	Further Education and Training Certificate: Short-Term Risk Management	Level 4	NQF Level 04	Passed the End Date - Status was "Reregistered"	2012-06-30	INSETA
Elective	59037	Further Education and Training Certificate: Tissue Conversion	Level 4	NQF Level 04	Reregistered	2015-06-30	FPMSETA
Elective	79246	Further Education and Training Certificate: Wild Land Fire Fighting	Level 4	NQF Level 04	Reregistered	2015-06-30	FPMSETA
Elective	48640	National Certificate: Financial Services Management	Level 4	New Level Assignment Pend.	Reregistered	2015-06-30	INSETA