

Coaching & Mentorship in the Workplace

1. Overview

The purpose of this programme is to equip participants with the skills and knowledge to effectively coach individuals in a business environment, with the goal of improving performance to meet team and service standards. It prepares participants to apply coaching techniques in real workplace situations, making it ideal for supervisors, team leaders, skills development facilitators, line managers, and HR professionals. The programme supports the development of people within business units such as departments, sections, or small businesses.

2. Learning Outcome:

- Explain the concept of coaching in a business environment
- Demonstrate the skills and techniques required to be an effective coach
- Develop an action plan to coach two team members
- Gather evidence and monitor progress during the coaching process
- Explain the concept of mentoring
- Describe the key characteristics of a good mentor
- Explain the importance of knowledge sharing in mentoring
- Apply the skills and techniques required to mentor others effectively

Qualification:

Certificate of Completion

Duration:

2-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0309

SAQA US:

113909 & 114215

NQF Level:

3

Credits:

8

Entry Requirements:

Communication & Mathematical Literacy at NQF 2

Training Options:

Online - Each participant will receive access to an online portal, where all programme materials and resources are available. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location.

Blended - Blended learning combines both online and face-to-face training. Participants receive access to an online portal for online content, resources, and self-paced activities. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions.

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Learners Required:

(1) Online, (1) Blended & (1) Face-to-face

3. Programme Content

- **(113909 US):** Coach a team member in order to enhance individual performance in work environment
- **(114215 US):** Mentor a colleague to enhance the individual's knowledge, skills, values and attitudes in a selected career path

4. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding.
- **Practical Assignments:** Hands-on tasks related to course topics.
- **Workplace Assignments and Logbook:** Application of skills in real-world settings.

Successful participants will receive a certificate of completion.

5. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

We trust that the above is in order and look forward to hearing from you for Implementation