 TRAINING FORCE <small>Linking Training to Industry</small>		Doc No: th001		Rev No: 0
		Document Type:	PROCEDURE	
Title: Coaching				
Confidentiality Classification: Public Domain		*Date Compiled: October 2017		*Date of Next Review: December 2018
This document has been seen and accepted by the following people:				
Date Signed: COMPILED BY B Heydenrych Coach		Date Signed: APPROVED BY Business Relationship Manager		Date Signed: AUTHORISED BY Stakeholder
Revision	Description of Revisions		Approval	Date



 TRAINING FORCE <small>Linking Training to Industry</small>	Doc No: th001	Rev No: 0
	Document Type:	PROCEDURE
Title: Coaching		

TABLE OF CONTENTS

SCOPE.....	3
Purpose.....	3
Relevant Documentation	3
COACHING	3
COACHING QUALITY MANAGEMENT	4
1.1. Commitment and Responsibility – Management (Quality Review).....	4
1.2. Preparation and Planning.....	5

 TRAINING FORCE <small>Linking Training to Industry</small>	Doc No: th001	Rev No: 0
	Document Type:	PROCEDURE
Title: Coaching		

SCOPE

Purpose

The purpose of this procedure and its associated policy and procedure documents, all form part of the process that guides the implementation, management, maintenance of the Coaching programme to enhance and monitor coachee/learner workplace skill achievements efficiently.

Relevant Documentation

- ✓ Coach and Coachee Pre/Post Evaluation
- ✓ Coachee Assistance Log
- ✓ Coachee Workplace Activity Log
- ✓ Coaching Minute Meeting Template
- ✓ Coaching Meeting Agenda


COACHING

Approach

The Approach to the said Coaching programme will be to effectively enhance and efficiently prepare the coachee for workplace activities, to develop mandatory soft skills needed in any working environment. The focus of the evaluation plan should be on strengths, weaknesses, developmental areas of skills rather than on knowledge of workplace, i.e., the coachee should be guided to be able to solve problems, think critically, manage time efficiently, make sound decisions and manage self to complete workplace activities as required in the performance matrix of the specific work area.

Coaches should be aware of the following:

- ✓ Development is an ongoing process because of technological and environmental changes.

 TRAINING FORCE <small>Linking Training to Industry</small>	Doc No: th001	Rev No: 0
	Document Type:	PROCEDURE
Title: Coaching		

- ✓ Responsibility of development is a co-ownership of responsibility to ensure development during coaching between the coach and coachee.
- ✓ A high quality, efficient and a cost-effective approach to coaching is followed providing necessary support, feedback and opportunities to all coachee's to meet agreed upon goals and objectives.
- ✓ Coaches and coachee's are encouraged to take responsibility of development and learning that takes place during the coaching programmes to ensure maximum learning outcomes and development.

COACHING QUALITY MANAGEMENT


Quality is managed in accordance with specifications and evaluation as set out in the evaluation plan, included in all the above-mentioned documents. A measure of the criteria set out defines the quality to be maintained, measured, and improved upon.

1.1. Commitment and Responsibility – Management (Quality Review)

Management is committed to the development and improvement of training standards through ensuring effective implementation and maintenance of policies and procedures, through continual verbal and/or written communication.

A formal biannual audit will be conducted in accordance with the Quality Audit Procedure on each training site to ensure quality processes are maintained and improved for quality efficiency and effectiveness. Audits are documented and filed according to the accredited companies for quality efficiency inspections. Any deficiencies will be corrected and implemented according to quality management processes.

Standards are set to maintain a prominent level of quality assurance service delivery to stakeholders and at the same time complying with standards as set out by the relevant Sector for Education and Training Authority and the Education Training Qualifications Authority (ETQA).

 TRAINING FORCE <small>Linking Training to Industry</small>	Doc No: th001	Rev No: 0
	Document Type:	PROCEDURE
Title: Coaching		

1.2. Preparation and Planning

On receipt of the request to Coach a Coachee, the Coach Program Documents should be obtained, and a meeting set up with the nominated Coachee, then documents completed accordingly.

