

**SKILLS FRAMEWORK FOR THE RETAIL
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE**

TSC Category	Customer Experience					
TSC	Service Coaching					
TSC Description	Coach staff to deliver service in accordance with organisation's service vision, mission and values					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			RET-CEX-3009-1.1			
			Coach individuals for service performance to close service gaps and monitor the progress of individuals for improvements in service performance			
Knowledge			<ul style="list-style-type: none"> • Characteristics and roles of a coach • Components of a coaching plan • Methods to identify areas of improvement • Techniques for coaching • Barriers to learning • Techniques for monitoring individual for improvements in service performance • Methods to provide feedback to individual on service performance 			
Abilities			<ul style="list-style-type: none"> • Recognise the role of a coach in coaching for service performance • Prepare coaching plan for individuals to address service performance issues • Demonstrate the use of coaching techniques to address service performance issues • Monitor progress of individual for improvements in service performance 			