

TSC Category	Learning Delivery					
TSC	Coaching and Mentoring					
TSC Description	Develop and implement coaching and mentoring approaches to address learner developmental needs					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			TAE-LDD-3006-1.1	TAE-LDD-4006-1.1		
			Implement coaching and mentoring models and methods to address specific learner development needs	Direct development of coaching and mentoring approaches		
Knowledge			<ul style="list-style-type: none"> • Subject matter expertise • Components of individual development plans • Techniques for effective goal setting • Techniques to build trusted relationships • Types of coaching and mentoring techniques and models • Active listening methods • Types of questioning techniques and models • Methods to provide actionable feedback • Methods and tools to track learner development • Legal and ethical considerations and standards related to providing coaching and mentoring 	<ul style="list-style-type: none"> • Objectives of providing coaching and mentoring • Processes of developing effective coaching and mentoring approaches • Industry best practices in providing coaching and mentoring • Strategies for developing effective individual development plans • Types of coaching and mentoring strategies • Processes for designing coaching and mentoring guidelines • Impact of coaching and mentoring on learner development • Key success indicators to measure effectiveness of coaching and mentoring in reinforcing desired learning outcomes 		

<p>Abilities</p>			<ul style="list-style-type: none"> • Document developmental gaps and opportunity areas based on learner inputs • Develop individual development plans • Collaborate with learners to set goals • Define specific development areas • Implement coaching and mentoring models and methods to facilitate learner development • Deploy tools to track learner development • Provide actionable feedback to learners in relation to achievement of development areas • Maintain documentation of coaching and mentoring provided to learners • Ensure that coaching and mentoring approaches are aligned to legal and ethical standards 	<ul style="list-style-type: none"> • Define objectives of providing coaching and mentoring based on desired outcomes • Define principles for developing individual development plans • Devise coaching and mentoring guidelines aligned to desired outcomes • Determine coaching and mentoring models and strategies to be deployed • Outline methods and tools to be deployed in tracking learner development • Determine measures to assess coaching and mentoring effectiveness • Analyse feedback provided to learners to identify trends and improvement areas • Evaluate key success indicators to determine effectiveness of coaching and mentoring approaches and processes • Recommend improvements to enhance coaching and mentoring approaches 		
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