

Title	Describe, facilitate, and evaluate informal coaching in a health or wellbeing setting		
Level	4	Credits	4

Purpose	People credited with this unit standard are able to, in a health or wellbeing setting: <ul style="list-style-type: none"> • describe informal coaching features and techniques; • facilitate and evaluate informal coaching.
----------------	--

Classification	Health, Disability, and Aged Support > Community Support Services
-----------------------	---

Available grade	Achieved
------------------------	----------

Guidance Information

1 Assessment conditions:

Evidence for the practical components of this unit standard must be generated in a health or wellbeing setting.

Confidentiality issues must be defined through negotiation and informed consent, and criteria established by organisational policies and procedures.

2 Range

Evidence generated for assessment against this standard must reflect the good practice principles and guidelines specified in *Coaching - Guidance for managers and their staff on using coaching for development and performance*.

Evidence generated for assessment against this standard must reflect the values, processes, and protocols required to work with Māori, Pasifika, and people from diverse cultures.

3 Definitions

Coachee refers to the person being coached by the candidate.

Health or wellbeing setting includes but is not limited to the aged care, acute care, community support, disability, mental health, rehabilitation, social services and youth development sectors.

4 Reference

Te Kawa Mataaho – Public Service Commission. (2003). *Coaching - Guidance for managers and their staff on using coaching for development and performance*

Retrieved January 21, 2021 from

<https://www.publicservice.govt.nz/resources/coaching/>.

Outcomes and performance criteria

Outcome 1

Describe informal coaching features and techniques in a health and wellbeing setting.

Performance criteria

1.1 The differences between coaching, mentoring, training, and counselling are described.

1.2 The differences between informal and formal coaching are described.

1.3 Features and benefits of informal coaching are described.

Range may include but are not limited to – one-to-one conversations, capability and skill building, confidence-building, goal setting, developing problem-solving skills, developing interpersonal relationship skills, developing organisational culture, improved job performance and job satisfaction.

1.4 Informal coaching techniques are identified and described.

Range may include but are not limited to – engagement, empathy, open-ended approach to questioning, active listening skills, tolerance, patience, encouragement of self-reflection, constructive feedback.

Outcome 2

Facilitate and evaluate informal coaching in a health or wellbeing setting.

Performance criteria

2.1 Issues are identified in conversation with the coachee.

Range may include but are not limited to – job performance, job satisfaction, difficult relationships, health problems, family problems, employment status.

2.2 Informal coaching techniques are applied in conversation with the coachee.

2.3 Informal coaching techniques used with the coachee are evaluated and adapted as necessary.

Planned review date	31 December 2026
----------------------------	------------------

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	MM 2021	N/A

Consent and Moderation Requirements (CMR) reference	0024
--	------

This CMR can be accessed at <https://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Careerforce info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.