

ilm Level 3

Understanding good practice in workplace coaching

The ILM Level 3 - Understanding good practice in workplace coaching aims to provide practising and potential first line managers and professionals with the knowledge, skills and confidence to perform effectively as workplace coaches as part of their normal work role. It is a concise qualification made up of three key elements which introduce the key aspects of coaching in the workplace.



Understanding good practice in workplace coaching

Participants explore the role of the workplace coach. Participants assess their own ability to use a variety of interpersonal communication skills when giving effective feedback to learners.

Organising workplace coaching

Participants look at a range and value different learning resources to support safe and effective coaching, alongside practical skills in how to monitor and record learner progress.



Undertaking supervised coaching in the workplace

Participants plan and organise workplace coaching sessions, undertaking coaching and then monitoring/reviewing their own workplace coaching performance.

Qualification Overview

Title	<ul style="list-style-type: none"> • ILM Level 3 Unit - Understanding good practice in workplace Coaching
Notional Credit Value	<ul style="list-style-type: none"> • 3 Credits
Duration	<ul style="list-style-type: none"> • Minimum of 9 Guided Learning Hours (GLH)
To be completed within	<ul style="list-style-type: none"> • One year
Tutorial Support	<ul style="list-style-type: none"> • Minimum 2 hours
Structure	<ul style="list-style-type: none"> • Two full day workshops
Assessment	<ul style="list-style-type: none"> • Work-based Assignment
Progression	<ul style="list-style-type: none"> • Completion of one further Level 3 Unit with a credit value of 2 will lead to the ILM Level 3 Award in Leadership and Management

ILM Membership

All registered candidates automatically become full members of the ILM for the duration of their learning. Designed to help candidates get the most from their course and advance their management career, studying membership gives access to a wide range of specialist support and development materials. Successful completion of a Level 3 qualification provides eligibility for a minimum grade of Associate Membership (AMInstLM) of the Institute of Leadership and Management.

Programme Format and Dates

This programme is delivered through an Induction, two full day workshops and a one-to-one tutorial. Combined this will represent a minimum of 9 guided learning hours.

- Workshop 1 16th July 2015
- Workshop 2 12th August 2015
- One to one Tutorial

Venue

The programme is delivered at our modern air conditioned training facilities at Tredomen Gateway, Tredomen Business Park, Ystrad Mynach CF82 7EH.

Assessment

Candidates are required to complete formal assessments as follows:

The proposed work-based assignment provides an opportunity to relate your learning directly to your current organisation. You should plan to spend approximately 18 hours researching your workplace context, preparing for and writing or presenting the outcomes of this assignment for assessment. The nominal word count for this assignment is 2000 words.

Learning Outcomes	Assessment Criteria
1. Understand the context for effective workplace coaching	1.1 Describe and define the purpose of workplace coaching. 1.2 Explain the role and responsibilities of an effective workplace coach. 1.3 Describe the behaviours and characteristics of an effective workplace coach. 1.4 Explain how coaches should contract and manage confidentiality to coach ethically.
2. Understand the process and content of effective workplace coaching	2.1 Explain how to manage a coaching process, agreeing goals and following a simple coaching model. 2.2 Explain the range of tools and techniques (including diagnostic tools and those exploring learning preferences) that can be used to support effective coaching. 2.3 Explain why it is important to maintain basic records of coaching activity and what these should contain. 2.4 Recognise any potential barriers to coaching in the workplace and explain suitable strategies to overcome these barriers.

Coaching Diary

Delegates will be encouraged to maintain a Coaching/Mentoring Diary, documenting of at least 4 hours worth of diary entries from actual coaching or mentoring activities.