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Level 5 Coaching Professional

Enabling learners to build on existing skills and embrace new responsibilities in professional coaching



Coaching Professional Apprenticeship Standard

The Level 5 Professional Coaching Apprenticeship is designed to enable learners to build on their existing knowledge and skills and supports learners to develop new responsibilities for the role of a professional coach taking their first step into coaching of employees at various levels within the business.

It is suitable for new and existing talent, within the organisation as long as they have the opportunity to act as an internal coach and/or deliver coaching in support of the organisations coaching and mentoring strategy.

At the end of this training programme, you will be awarded a full and relevant Level 5 qualification once a passing grade has been achieved at the End-Point Assessment.

Entry requirements

You must have been a UK, EEA, or EU resident for at least the past three years to undertake this training programme.

In addition, you must be able to commit to the full length of the programme, and be able to meet the programme modules through your job role.

If you do not have a level 2 or equivalent in Maths and English, you will be required to work towards achieving these qualifications as part of your apprenticeship.

What is the duration and how will you learn?

Over the duration of 17 months, you will receive a combination of face-to-face and online training and support.

You will undertake an online assessment that will help us to understand your learning style and needs, then we will tailor your learning experience accordingly.

We ensure that you stay on track to complete your programme on time by managing your progress through our state-of-the-art e-portfolio system, Aptem.

Off the job training

As part of the apprenticeship, alongside your job role, a **minimum of 6 hours per week** of your time in work must be dedicated to improving new skills, knowledge and behaviours.

This can be any time devoted to learning and improving new skills, knowledge and behaviours without interruption, and can include:



Online teaching



Digital learning resources



One to one tuition



Workplace assessment

End-point assessment

Learnt knowledge, skills and behaviours will be assessed by an independent assessor in your end-point assessment (EPA). This typically involves elements such as:



Observation with questions and answers

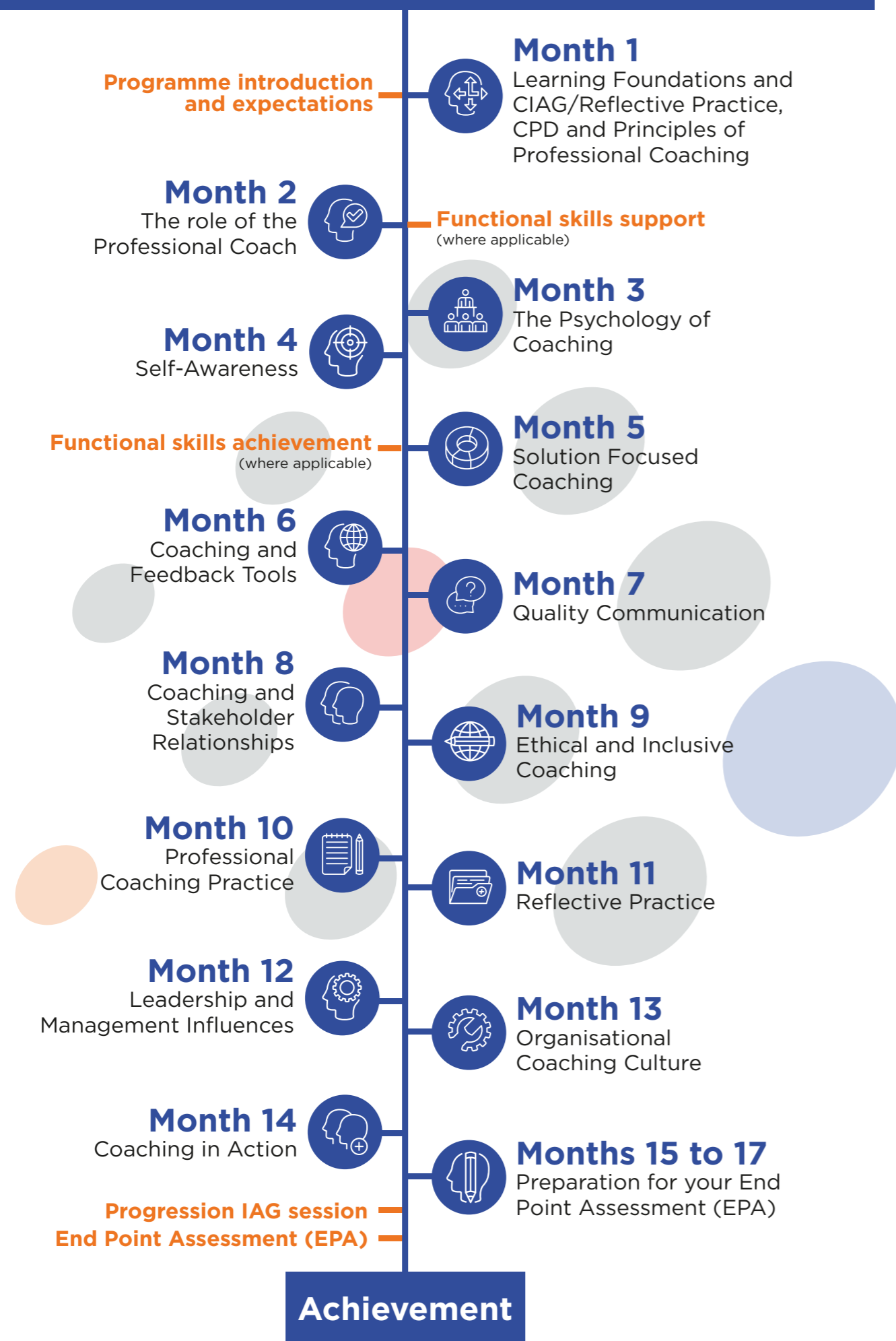


Interview supported by portfolio of evidence



Knowledge Test

Your apprenticeship journey



You will learn how to: (Key areas)

Support coachee development

- ✓ Understand when to utilise coaching, mentoring, training, counselling, and consulting approaches.
- ✓ Provide feedback in a style that is useful, acceptable, non-judgemental, and meaningful to those receiving coaching.
- ✓ Working with those receiving coaching to set clear goals, including visualisation techniques, setting timescales, validating their achievability, recording outcome-focused, prioritised action plans and monitoring progress towards goals.
- ✓ Working with a centralised learning and development or strategy team focussed on embedding coaching skills in future or current leadership to better enable strategy future strategy, workforce resilience and innovation and succession planning.
- ✓ Working with leaders to develop its diverse people to remove barriers that hinder success.

Develop yourself

- ✓ Demonstrate Committed to self-development, including self-reflection, gathering information on the effectiveness of their own practice, producing personal development plans, and receiving coach supervision.
- ✓ Demonstrates awareness of own values, beliefs, and behaviours; recognises how these affect their practice and uses this self-awareness to manage their effectiveness in meeting the objectives of those receiving coaching and, where relevant, the sponsor.

Link theory with practice

- ✓ Understand theories of learning and reflective practice such as Kolb, Gibbs, Schon, etc., and basic schools of psychology and neuroscience, including linguistic interpretation and application.
- ✓ Understand theories of emotional and social intelligence, such as Goleman and Salovey & Mayer, and application of the theories to understanding self.
- ✓ Understand Diversity and inclusion and bias theory, including personality type theories, such as preferences for introversion vs extroversion, integrity, ontology, and human values and how they impact on behaviour and organisations. The theory of self-actualisation, such as Maslow's Hierarchy of needs, motivational theory, Herzberg.
- ✓ Understand the theory of organisational culture (and values) and leadership styles, and the impact these can have on individuals and their behaviour.
- ✓ Understand coaching theory, including maintaining good practice coaching protocols and a code of conduct within the coaching process (including "unconditional positive regard", non-judgmentalism and non-directiveness).
- ✓ Understand theories of increasing self-awareness such as the Johari Window and the journey from unconscious incompetence to unconscious competence, and types of feedback.

The 5 pillars of wider learning

Sustainability



Sustainability is about protecting the future of our environment.

Why do we need to learn about sustainability within an apprenticeship?

Through learning about the world and how to best keep it sustainable, you can be encouraged to safeguard and enhance our natural resources.

Developing your attitudes and behaviours to be more environmentally conscious, you can protect the future of our environment.

CIAG



CIAG provides us with careers information, advice, and guidance.

Why is the support of CIAG important within an apprenticeship?

To be inspired, as a learner, to be proactive and to believe in your ability to achieve your aspirations.

This support will help you learn about career pathways available to you, and will:

- Increase your knowledge about the world of work
- Inspire you to succeed
- Improve your social mobility and life chances
- Help you make informed decisions

Cultural capital & personal development



Cultural capital and personal development is about boosting your employability and work and life skills.

Why do we need to understand cultural capital and personal development within an apprenticeship?

Learning about real-life situations and navigating through them will provide you with essential knowledge, that you may need to ensure future success.

This can include: resilience, confidence, time management, finance management, and much more- all important work, behaviour, attitude, and life skills.

British values, safeguarding & prevent duty



We have a responsibility to keep learners safe during their learning, but we are also responsible for what happens beyond that, too.

British values:

As our learner, you should understand: your right to make safe choices; the rule of law is there to protect you; you should be respected for who you are (regardless of age, race, gender and background); and you live in a democracy allowing you to be involved in decisions that protect you.

Safeguarding:

We can ensure that you are supported by the right people at the right time.

Prevent duty:

We can recognise when targets are preyed upon by extremists and we act, report and get help to stop their recruitment.

Equality, diversity & inclusion



Promoting equality, diversity and inclusion entails fair treatment and equal opportunities for all learners.

The impact of embedding these integral areas into your learning programme means that you will be more aware of your social responsibility to protect the vulnerable in our wider society. This will enable an inclusive mindset in your work and home life, as you develop and grow in your career.

Understanding how to protect those in our society from abuse and extreme idealisms, will further enable our future living and working lives becoming safer and fairer.

Level 5 Coaching Professional

Modules of learning

Self-Awareness

- Review leadership styles and the impact on individuals and their behaviour.
- Appraise strategies for delivering professional coaching to respond to coachee's needs.
- Outline effective theories of increasing self-awareness.
- Examine personality types of theories, such as preferences for introversion vs extroversion, integrity, ontology, and human values and how they impact on behaviour and organisations.
- Evaluate the effectiveness of supervision in self-development.

Solution Focused Coaching

- Identify overall goals and establish and build rapport with coachee's.
- Review the importance of perceptions and reality in problem identification and decision making – cognitive and emotional factors shaping perception.
- Evaluate problem solving and decision-making techniques for developing relationships in professional coaching.
- Critical review the difference between personal and organisational goals relative to coaching.

Coaching and Stakeholder Relationships

- Evaluate strategies and practices for building effective relationships.
- Review best practice when gathering feedback on methods and practices for building effective relationships.
- Review the responsibilities of the coach to manage relationships effectively and assess how-to resolve conflicts using models and frameworks in coaching.
- Outline how coaching networks and peer support can aid reflection and outline a range of approaches to delegation in the workplace and how to make them effective.

Leadership & Management Influences

- Establish links between leadership styles and their impact on coaching success.
- Define Self-Leadership and how this is shaped during the coaching journey.
- Evaluate the role and purpose of coach supervision for Professional Coaches.
- Evaluate the role of influence as a professional coach.
- Explain how to act as an ambassador for a coaching mindset.
- Outline good practice for enabling and supporting high performing teams.

Coaching in Action

- Review the role and responsibilities of a coach.
- Understand the knowledge, skills, and behaviours required to coach in a manner that is engaging, builds trust, and supports the coachee to progress towards their goals.
- Evaluate the role and influence of organisation culture, management, leadership and change on coaching and mentoring and apply this information in their professional practice.
- Describe both ethical and legal frameworks which inform professional coaching and establish how coaching has provided career advancement, development to leadership skills and improved working relationships.

Organisational Coaching Culture

- Review organisation benefits of professional coaching.
- Assess how the impact of coaching can be measured for individuals and organisations.
- Evaluate and review the business rationale for using coaching to benefit individuals.

Quality Communication

- Evaluate communication techniques for developing relationships in professional coaching.
- Assess and evidence own ability to use effective communication techniques including questioning, listening and giving feedback in order to facilitate coaching or mentoring practice.

Professional Coaching Practice

- Assess the power of coaching models in practice.
- Examine feedback provided by peers, reflect, and evaluate the use.

Learning Foundations and CIAG

- Identify the details of your own chosen pathway and how you will be supported to collect and build a robust portfolio of coaching evidence and undertake preparations for both an observation and knowledge test at end point assessment.
- Determine how, online safety, equality and diversity, safeguarding and Prevent are part of a duty of care, understanding the application in the context of coaching.
- Assess how your progress is reviewed, how we support any additional learning needs and appeals procedures (where appropriate).
- Research and discuss some of the topics you may be learning as part of your overall qualification.

The Role of the Professional Coach

- Evaluate professional coaching with other methods that support the development of individuals.
- Evaluate the scope and role of professional coaching.
- Define what coaching competencies skills and abilities that a coach needs to have to be effective.
- Evaluate the scope and role of various professional coaching approaches.
- Analyse the roles and responsibilities for delivering and managing professional coaching.
- Evaluate the role and purpose of contracting in professional coaching.
- Review how to maintain appropriate auditable records of coaching activities.

Principles of Professional Coaching/ Reflective Practice

- Evaluate ways to continue own professional development beyond the 14-month plan as a coach and analyse the importance of own reflective learning on professional practice.
- Outline how to plan and prepare to deliver effective professional coaching sessions and evaluate the ethical and legal frameworks which inform professional coaching.
- Reflect on the importance of coaching credibility, trust, confidentiality, duty of care and boundaries and Justify the importance of reflective practice and supervision for an effective coach.
- Evaluate the role and purpose of reflective practice as a strategy and detail the impact of reflection on coaching capability.

The Psychology of Coaching

- Evaluate psychological approaches for delivering professional coaching.
- Review the dynamic and collaborative alliance between a coach and a coachee, to be effective.
- Analyse the role of reflective practice in professional coaching.
- Assess how Neurolinguistic Programming in coaching (NLP) as a practical skill impacts coaches understanding how client's mind interprets signals, and how those interpretations impact them.
- Outline emotional and social intelligence factors which impact on the delivery of professional coaching.
- Describe theories of self-actualisation, such as Maslow's Hierarchy of needs, motivational theory, Herzberg.

Ethical and Inclusive Coaching

- Review values, ethics, and principles within the organisations.
- Analyse bias theory and the application of personal bias in connection with professional coaching practice.
- Define how to embed the principles of diversity and inclusion in coaching practice.

Coaching and Feedback Tools

- Review models for delivering professional coaching.
- Analyse tools and techniques for delivering professional coaching.
- Outline the nature and value of feedback in developing the reflective practitioner as a coach.

Embedding Behaviours in Practice and Preparing for EPA

- Review the role and responsibilities of a coach.
- Understand the knowledge, skills, and behaviours required to coach in a manner that is engaging, builds trust, and supports the coachee to progress towards their goals.
- Evaluate the role and influence of organisation culture, management, leadership and change on coaching and mentoring and apply this information in their professional practice.
 - Describe both ethical and legal frameworks which inform professional coaching.
- Establish how coaching has provided career advancement, development to leadership skills and improved working relationships.

Making an impact, now and in the future

Your career is a path, not a programme. We want to understand your career goals for the future now, so that we're best placed to assist, guide and inform you on your options.



The next level

If you want to up-skill further upon completing this programme, consider our management apprenticeships.



Integrity



Fun



Diversity



Connecting



Committed



Make an impact

We're all about making an impact, be that individuals making an impact through their day-to-day work, or by organisations making their impact on our economy.

As a national training provider, we make this impact throughout the UK, with expertise in childcare, healthcare, clinical and business skills apprenticeships.

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