



Qualifications Structure

Level 3 N/SVQ in Coaching in a Work Environment

(7 Mandatory Units)

Unit CM2: Work within organisational policies, procedures and ethical frameworks for coaching and mentoring

Element 2.1: Ensure own work reflects organisational policies, procedures and ethical frameworks

Unit CM3: Establish the working relationship with the coachee

Element 3.1: Establish initial rapport with coachee

Element 3.2: Jointly create the coaching agreement with coachee

Unit CM4: Prepare for the Coaching session

Element 4.1: Ensure own readiness for the Coaching session

Unit CM7: Explore goals and options with coachee or mentee

Element 7.1: Assist coachee or mentee to clarify their goals

Element 7.2: Explore a range of options with coachee or mentee for achieving their goals

Unit CM8: Enable coachee or mentee to progress towards goals

Element 8.1: Enable coachee or mentee to develop an action plan

Element 8.2: Support coachee or mentee in implementing the action plan

Unit CM10: Review progress and achievements with coachee or mentee

Element 10.1: Review progress and achievements of the action plan with coachee or mentee

Unit CM22: Ensure your own actions reduce the risks to health and safety

Element 22.1: Identify the hazards and evaluate the risks in your workplace

Element 22.2: Reduce the risks to health and safety in your workplace

Optional Units – 2 must be selected from the following:

Unit CM11: Record and maintain notes of interactions with coachee or mentee

Element 11.1: Record and maintain notes of interactions

Unit CM13: Conclude and evaluate the coaching or mentoring process

Element 13.1: Manage the conclusion of the coaching or mentoring

Element 13.2: Jointly evaluate outcomes with stakeholders

Unit CM16: Reflect on and develop own coaching or mentoring competence

Element 16.1: Reflect on own competence



Element 16.2: Ensure continuing development as a coach or mentor

Unit CM17: Make use of opportunities for supervision in coaching or mentoring

Element 17.1: Access and make use of supervision

Element 17.2: Review supervision

Unit CM20: Coach or Mentor in the organisational setting

Element 20.1: Understand the organisational setting and culture

Element 20.2: Provide coaching or mentoring in an organisational setting

Unit CM21: Manage personal commitment to coachees or mentees

Element 21.1 Review personal workload

Element 21.2 Establish priorities for dealing with personal workload

Level 3 N/SVQ in Mentoring in a Work Environment

(7 Mandatory Units)

Unit CM2: Work within organisational policies, procedures and ethical frameworks for coaching and mentoring

Element 2.1: Ensure own work reflects organisational policies, procedures and ethical frameworks

Unit CM5: Prepare for the Mentoring process

Element 5.1: Identify roles and resources

Element 5.2: Plan and prepare for the mentoring session

Unit CM6: Set up and maintain the Mentoring relationship

Element 6.1: Agree expectations, boundaries and levels of support

Element 6.2: Maintain and review the mentoring relationship

Unit CM8: Enable coachee or mentee to progress towards goals

Element 8.1: Enable coachee or mentee to develop an action plan

Element 8.2: Support coachee or mentee in implementing the action plan

Unit CM9: Give mentoring support

Element 9.1: Give advice and guidance to support mentee

Element 9.2: Assist mentee take responsibility for their development

Unit CM10: Review progress and achievements with coachee or mentee

Element 10.1: Review progress and achievements of the action plan with coachee or mentee

Unit CM22: Ensure your own actions reduce the risks to health and safety

Element 22.1: Identify the hazards and evaluate the risks in your workplace

Element 22.2: Reduce the risks to health and safety in your workplace



Optional Units – 2 must be selected from the following:

Unit CM11: Record and maintain notes of interactions with coachee or mentee

Element 11.1: Record and maintain notes of interactions

Unit CM13: Conclude and evaluate the coaching or mentoring process

Element 13.1: Manage the conclusion of the coaching or mentoring

Element 13.2: Jointly evaluate outcomes with stakeholders

Unit CM16: Reflect on and develop own coaching or mentoring competence

Element 16.1: Reflect on own competence

Element 16.2: Ensure continuing development as a coach or mentor

Unit CM17: Make use of opportunities for supervision in coaching or mentoring

Element 17.1: Access and make use of supervision

Element 17.2: Review supervision

Unit CM20: Coach or Mentor in the organisational setting

Element 20.1: Understand the organisational setting and culture

Element 20.2: Provide coaching or mentoring in an organisational setting

Unit CM21: Manage personal commitment to coachees or mentees

Element 21.1 Review personal workload

Element 21.2 Establish priorities for dealing with personal workload

Level 4 N/SVQ in Enabling People Development in a Work Environment (through Coaching or Mentoring)

(6 Mandatory Units)

Unit CM1: Establish communication with stakeholders and agree contract

Element 1.1: Establish communication with stakeholders

Element 1.2: Explore outcomes and expectations with stakeholders

Element 1.3: Agree the contract with stakeholders

Unit CM11: Record and maintain notes of interactions with coachee or mentee

Element 11.1: Record and maintain notes of interactions

Unit CM12: Review and Reflect on the coaching or mentoring process

Element 12.1: Monitor and review the coaching or mentoring process

Element 12.2: Reflect on the coaching or mentoring process



Unit CM16: Reflect on and develop own coaching or mentoring competence

Element 16.1: Reflect on own competence

Element 16.2: Ensure continuing development as a Coach or Mentor

Unit CM21: Manage personal commitment to coachees or mentees

Element 21.1 Review personal workload

Element 21.2 Establish priorities for dealing with personal workload

Unit CM22: Ensure your own actions reduce the risks to health and safety

Element 22.1: Identify the hazards and evaluate the risks in your workplace

Element 22.2: Reduce the risks to health and safety in your workplace

Optional Units – 2 must be selected

Unit CM14: Enable coachee or mentee to access alternative services

Element 14.1: Identify alternative services

Element 14.2: Review information on alternative services with coachee or mentee

Unit CM15: Interact with coachee or mentee using a range of media

Element 15.1: Establish interactions using a range of media

Element 15.2: Sustain interactions using a range of media

Element 15.3: Conclude interactions using a range of media

Unit CM17: Make use of opportunities for supervision in coaching or mentoring

Element 17.1: Access and make use of supervision

Element 17.2: Review supervision

Unit CM18: Provide support for other Coaches or Mentors

Element 18.1: Agree to support other Coaches or Mentors

Element 18.2: Promote effectiveness and competence

Unit CM19: Operate within networks for coaching or mentoring

Element 19.1: Maintain membership of networks

Element 19.2: Exchange information within networks