



# **COACHINGCENTRE**

by Policing Matters

Institute of Leadership and Management

## **Level 5 Coaching and Mentoring Qualification**

Programme Overview



**Approved  
Centre**

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## 1 INTRODUCTION

This document is a summary of the learning programme that have been put together by the Policing Matters (PM) design team to the Institute of Leadership and Management standards, it is a working document that will help the accreditation process.

We have woven each of the programme outcomes in and out of the differing sessions, to assist participants with their learning.

## 2 LEARNING MATERIALS

Power Point presentations will be used to facilitate learning, alongside work books that support the learning for participants, which will be available our website.

A comprehensive book list will also be available for participants and be woven into the programme where appropriate.

## 3 ILM PROGRAMME

The PM team have been delivering accredited Coaching and Mentoring programmes in various organisations to both the public, private and tertiary sectors for a number of years. In partnership with the ILM process we will offer participants an excellent balance between theory and practice.

### 3.1 SUPPORT

During the programme there will be a number of opportunities to engage with staff during the 'non-residential' aspect of the programme:

- Group tutorials
- We will facilitate the set up of a self-help / self-supporting cohort for group participants
- Run at least two Webinars during the programme to ensure that participants feel ongoing engagement with the PM team.

### 3.2 WHO ARE THESE QUALIFICATIONS FOR?

The ILM Certificate and Diploma in Coaching and Mentoring are ideal qualifications for managers with significant responsibility for coaching and mentoring as part of their day-to-day role. They are also designed to develop those planning to move into a development role or start a career as a freelance coach and mentor.

#### 3.2.1 Benefits for individuals:

- Get a critical understanding of the role and responsibilities of the workplace coach and mentor
- Deepen your understanding of how coaching and mentoring can impact an organisation
- Plan, deliver and review coaching and mentoring in your organisation.

- Be able to assess your own skills, behaviours and knowledge as a coach and mentor
- Provide evidence of your own development as a coach and mentor through the qualification
- Plan your further development

### 3.2.2 **Benefits for employers:**

- Ensure the managers you develop as coaches or mentors are properly equipped with the skills, knowledge and ethical understanding they need
- Develop a coaching and mentoring culture in your organisation, so that managers are able to provide effective support for the development of others and improve their performance.

## 3.3 **PROGRAMME OUTLINE**

There are three mandatory units:

### 3.3.1 **Unit 1 - Understanding the Skills, Principles and Practice of Effective Management Coaching and Mentoring**

The first unit aims to enable learners to understand the role and contribution of coaching and mentoring, and build a business case.

### 3.3.2 **Unit 2 - Reviewing own Ability as a Management Coach or Mentor**

The second unit aims to give learners the ability to critically review their own personal qualities, skills and competence.

### 3.3.3 **Unit 3 – Coaching and Mentoring in the Workplace**

For a Certificate level qualification: The third unit requires learners to demonstrate their ability to plan, deliver and review at least 12 hours of coaching and mentoring in the workplace.

For the Diploma level qualification: The third unit is an extended 100 hours of coaching and mentoring to multiple people, and there is an added focus on using supervision and reflective review to develop individual practice.

## 3.4 **PROGRESSION**

This qualification will provide participants with progression opportunities to other new qualifications such as:

ILM Level 5 Award, Certificate or Diploma in Leadership and Management  
 ILM Level 7 Certificate or Diploma in Executive Coaching

### 3.5 DELIVERY STRUCTURE

The best way to help participants develop as coaches and mentors is to create a safe learning environment within which they can experiment with this new style of learning.

Our programme is therefore highly participative so coaching and mentoring staff can engage with participants in an authentic manner offering positive open feedback in order to enhance performance.

There will be six residential days delivered in a 2 – 1 – 1 – 2 day format. The programme will be delivered over a six to eight month period giving participants ample opportunity to explore both the theory and practical application of coaching and mentoring as well as developing as a learning cohort.

We give the opportunity for participants to engage with our coaching and mentoring staff in a tutorial format between residential sessions where performance and practical application of coaching and mentoring can be discussed.

Our staff has significant experience in engaging and dealing with the full range of issues associated with adult learning and will be on hand whenever advice and support is required.

#### 3.5.1 Overview of the Residential Days

#### **Day's one and two - Understanding the skills, principles and practice of effective management coaching and mentoring.**

Aims:

- Understand the purpose of coaching and mentoring within an organisational context
- Understand the skills, behaviours, attitudes, beliefs and values of an effective coach or mentor
- Understand the role of contracting and the process to effectively coach or mentor
- Understand the principles of effective coaching or mentoring in practice and how to evaluate benefits

Purpose:

- To enable learners to understand the role and contribution of coaching and mentoring to individuals and organisations and make a case for using management coaching and mentoring in their organisations.

#### **Day three - Undertaking management coaching or mentoring in the workplace**

Aims:

- Be able to plan and prepare for management coaching or mentoring programmes based on identified developmental needs and goals
- Be able to undertake and record at least twelve hours of formal coaching or mentoring activity with one or more people
- Be able to reflect and review own management coaching or mentoring practice

**Purpose:**

- To enable learners to demonstrate their ability to undertake a workplace management coaching or mentoring programme.

**Day four - Reviewing own ability as a management coach or mentor****Aims:**

- Be able to assess your own skills, behaviours and knowledge as a coach and mentor
- Be able to critically review and reflect on the effectiveness of your own practice as a coach or mentor
- Be able to demonstrate how you have developed and how you plan to develop in the future as a coach or mentor

**Purpose:**

- To enable managers to review their ability to perform effectively as management coaches or mentors.

**Day's five and six - Undertaking an extended period of management coaching or mentoring in the workplace****Aims:**

- Be able to plan and prepare for management coaching or mentoring programmes based on identified developmental needs and goals
- Be able to undertake and record at least hundred hours of formal coaching or mentoring activity
- Be able to reflect and review own management coaching or mentoring practice
- Be able to use supervision and reflective learning to develop and improve own management coaching or mentoring practice

**Purpose:**

- To enable learners to develop and improve their performance, under supervision, as management coaches or mentors and as reflective practitioners.

**3.5.2 Assignments**

There are three assignments that reflect the work on the taught programme, to consolidate learning and explore participants own coaching and mentoring styles. The PM staff will be available throughout the programme to help you with some ideas and some fresh thinking on these topics. They will also be able to provide you with some further information around content and structure of the assignment.

In essence there will be three assignments:

**3.5.3 Assignment 1 - Understanding the skills, principles and practice of effective management coaching and mentoring**

This assignment requires you to demonstrate your understanding of the context in which effective coaching and mentoring operates including the individual and organisational benefits of coaching and mentoring. You should also be able to show your understanding of the practical requirements of coaches and mentors operating with managers and professionals within organisations.

If you are not currently working within an organisation, then you may complete this within an organisation you are familiar. This may include working in a volunteer, charitable or supporting capacity.

#### 3.5.4 **Assignment 2 - Undertaking management coaching or mentoring in the workplace**

You are required to demonstrate the practical application of coaching or mentoring in practice within an organisational, managerial or professional role.

You should undertake a minimum of 12 hours of formal and contracted coaching or mentoring, and be able to show how you have reflected on your performance.

#### 3.5.5 **Assignment 3 - Reviewing own ability as a management coach or mentor**

This assessment requires you to reflect on your performance as a coach and/or mentor.

Self-awareness is a key characteristic of effective coaches and mentors. You are not expected to be perfect in this role, but to clearly demonstrate your own awareness of how well you are performing and what you need to do to improve in the future.

As always PM staff will accompany you on this aspect of your learning and will be available throughout the process for advice and guidance.

## 4 **APPLICATION**

To apply to this programme please contact the PM team:

[mark@policingmatters.co.uk](mailto:mark@policingmatters.co.uk)  
0207 147 9965  
[www.policingmatters.co.uk](http://www.policingmatters.co.uk)

## 5 **CONCLUSION**

Coaching and Mentoring are vital skills required to help people achieve their full potential and achieve their purpose in life. We are passionate about providing learning environments within which people can flourish and this programme will be delivered to the highest standards and will authentically engage with participants in helping them become compassionate coaches.

At the end of the programme participants will be better prepared to make a real difference to the lives of those whom they coach and mentor. Alongside this participants will be more self-aware, have greater self-confidence and increased ability to be a self-reflective practitioner.