



U-ACT CERTIFICATION PROCESS | CPRC

FINAL ASSESSMENT AND CERTIFICATION OUTLINE

PLEASE can you read this document carefully before you connect with a facilitator/assessor. The document contains and the information you need to complete your certification.

If you have questions following this, please feel free to contact one of the facilitators from your training for guidance.

For support contact your facilitator:

David Collins david@uact.org.za

Tia Boulton tia@uact.org.za

Attie van Buuren attie@uact.org.za

Nikki Edwards nikki@uact.org.za

Leigh-Anne Brierley leigh-anne@uact.org.za

Helena Wagener helena@uact.org.za



CERTIFIED PROFESSIONAL RECOVERY COACH

CERTIFICATION & ASSESSMENT REQUIREMENTS

PLEASE can you read this document carefully before you connect with a facilitator/assessor. The document contains **all the information** you need to complete your certification.

In addition to completing the live course modules which total about 30 hours of theory & teaching, the following submissions and assessments are requirements for certification for this course.

CHECKLIST FOR CERTIFICATION AND ASSESSMENT:

- | | |
|--|---|
| <input type="checkbox"/> ± 30 Hours of live or online training | <input type="checkbox"/> 4 – 6 Session Case Study |
| <input type="checkbox"/> ±12 hours of online groups, sessions, and integration calls | <input type="checkbox"/> 2 ten- to fifteen minutes recorded coaching sessions |
| <input type="checkbox"/> 10 – 20 hours of being coached | <input type="checkbox"/> Personal development reflection |
| <input type="checkbox"/> 40 – 50 hours of coaching others | <input type="checkbox"/> Written, open-book online examination |
| | <input type="checkbox"/> Live coaching assessment |

Support calls, professional development, and coaching groups on Workplace:

- Live, online classes, call, sessions, and supervision take place via Zoom.
- To complete the full 42 hours of theory, coaches must attend 13 hours of online classes following their live or online training.
- The schedule can be found in your groups or on the newsfeed and will be updated regularly.
- When attending a class, you will log the date, hours, and facilitator's name (Log attached).
- The instructions for attending the LIVE ZOOM meetings will be posted in Workplace.

Practical Coaching hours & requirements:

- 40 - 50 hours of coaching
- 10 - 20 hours of being coached
- **This must make up a total of 60 hours of practical coaching.**
- These sessions can be conducted live or via Workplace, Zoom, Google, WhatsApp, or other online mediums.

For the first 10 - 20 hours:

- It is useful to coach people more than once to see how the conversation develops, and the patterns that emerge.
- This is where we recommend that you spend time being coached, to start to understand the process from the client's perspective. In these sessions, please allow time for feedback with one another as part of the learning process.

20 - 40 hours:

- You can begin coaching individuals who are in recovery and are ready to engage in a coaching intervention, as well as other people that you might wish to work with.
- Coaching "addictive" behaviour is relevant to all of us, not only those dealing with substance abuse or dependence.
- Please be authentic & upfront about your status as a training coach with those you enter a coaching contract with.



40 – 60 hours:

- Before writing the examination and completing the live coaching assessment you are required to complete all **remaining** 60 hours of practical coaching.
- Your case study [outlined below] should form part of the final 60 hours of practical coaching.
- Once you have completed the practical coaching hours you can then proceed with the certification and assessment elements of the course.

Once you have completed your practical coaching hours you need to create a **SECRET** group on Workplace with yourself, and your training facilitators.

This group will be used to:

1. Upload the following documents:
 - ❖ Coaching log
 - ❖ Class attendance log
 - ❖ Self-reflection journal
 - ❖ 4-6 Session Case Study
2. Send your **two 10- to 15-minute recorded sessions** through the messenger function or upload them into the group.
3. Receive the link to your online, open-book exam.
4. Receive all feedback on sessions and exam with recommendations.
5. Communicate with your facilitators and assessors during the certification process.
6. Arrange your live assessment.

CASE STUDY

This case study is a practical component of your Recovery Coach Training.

- With a SINGLE client that you are currently working with, **contract for an additional 4 to 6 sessions**.
- Remember to **gain permission** from your client for this to be a Case Study.
- **With any content that is confidential**, submit only the *process* you are noticing, without divulging confidential information.

Using the **Coach Feedback Form** attached here to track your client's development:

1. What values were identified as you listened to your client speak?
2. What goals did you identify implicit in their conversation?
3. What themes and patterns did you notice in the coaching session? What practices will help them build this?
4. What actions are you taking as coach (for professional and personal development) and to support the client?
5. What self-awareness is growing within you?
6. What are your strengths and challenges as a coach?

The **Coach Feedback Form** gives you the opportunity to integrate the practice of being aware of themes and patterns, as well as other coaching competencies that are required as part of your certification.

Fill out a form after each session of the CASE STUDY. There is one attached below, reflecting on your client's process, as well as your own.

You do not need to fill out a form for EVERY session you do during your practical hours.



PERSONAL DEVELOPMENT REFLECTION

This is a personal write up of **about 2 pages** around what you are learning about the coaching process, as well as your growth, development and understanding as a coach.

In your own words, discuss the following in your journal:

- What coaching skills you have naturally?
- What coaching skills you need to develop?
- What are your strengths as a coach?
- What are your challenges as a coach that you need to get supervision, support, or professional development with?
- What are your professional opportunities for growth and development?
- What personal & professional insight and awareness have you developed over the course of the training?
- What other learning have you had over the course of the training?
- How has your style as a coach developed over the training, and how do you feel about this as you move towards completion of your certification?
- What are your professional aspirations regarding coaching?

RECORDED & LIVE COACHING SESSIONS

We require two 10- to 15- minute recorded sessions.

1. Please work with someone who **isn't a family member or close friend** in this part of the assessment process.
2. The full coaching session needs to take place in the allotted time of 10- to 15-minutes.
3. Due to time considerations assessors **will not give feedback on sessions longer than 15 minutes** and coaches will be asked to repeat the recorded session.

The assessment criteria for the recorded and live assessment are the same and there is a copy of the assessment forms attached for you to familiarise yourself with.

- The assessors are listening for implementation of the theory and are **NOT checking whether the coach can explain these concepts to the client.**

The nature of the live assessment is for the coach and the client to engage in a FULL 15- to 20-minute coaching conversation.

The assessors will be looking to see whether the coach understands that elements that were outlined in the training, assuming that your client understands coaching, and be able to integrate them into the conversation (**not explain them to the client**) such as:

- Following the coaching framework
 - Check-in | Container | Contract
 - Agenda | Accountability | Action
- Rapport building
- Asking powerful, open-ended questions
- Deepening and reframing questions



- Listening Skills
- Listening for needs, wants & values
- Self-management
- Use and awareness of tools/techniques/models/continuums introduced in training modules

Following the live assessment there will be a short feedback session, where the coach will be given “hot feedback” on their coaching session.

- The assessors are listening for implementation of the theory and are NOT checking whether the coach can explain these concepts, ideas, or theory to the client.
- The nature of the assessment is for the coach and the client to engage in a **full 10- to 15-minute coaching conversation**.

There will be a short interview/feedback session where the assessors will ask the coach for insights on their learning experience, their case study, and their personal development reflection. The coach may also be asked about their evaluation of the coaching session, and areas for future professional development.

- You will need to **book you coaching assessment** with your assessor/facilitator (depending on who facilitated your training). The contact information is on the cover page.
- Your examination, coaching and class logs, case study, recorded sessions and personal development reflection *must ALL be submitted at least seven days prior to your live assessment.*

South Africa has introduced VERY STRICT legislation regarding the protection of individuals' private information. ALL confidential and private information needs to be securely stored in locked drawers/cupboards or password-protected computers and files.



CASE STUDY FEEDBACK FORMS

Please complete this form after each coaching session for the case study

both for self-assessment and to keep track of client's progress. This forms an important part of your assessment and can be handwritten or typed. The case study needs to be completed towards the end of your practical coaching hours, and submitted **PRIOR** to your final, **LIVE** assessment.

Coach name	
Client name	
Date	
Session: [1st, 2nd, etc.]	
Method: [phone, face-to-face, ZOOM, WhatsApp]	
Coaching Series Contract: Objectives for coaching series What is the OVERALL series objective/contract?	
Coaching Session Contract: What is the contract for this INDIVIDUAL coaching session?	
What values were identified as you listened to your client speak?	
What goals did you identify implicit in their conversation?	



What themes and patterns did you notice in the coaching session? What practices will help them build this?

What actions are you taking as coach (for professional and personal development) and to support the client?

What self-awareness is growing within you?

What are your strengths and challenges as a coach?

Assessment completed by: _____

Date of assessment: _____



RECOVERY COACHING | LOG OF ONLINE CLASSES

NAME: _____

Facilitator	Topic of Class/Group	Date	Time	Hours
				1
				2
				3
				4
				5
				6
				7
				8
				9
				10
				11
				12
				13

Log checked by: _____

Date: _____



CRPC RECORDED SESSION FEEDBACK

Coach: _____

Assessor: _____

Date: _____

Coaching Technique or Area of Competence	Completed	Notes by assessor:
Completed Check-In		
Contracted clearly for the session		
Created container		
Built rapport with clients		
Asked open-ended questions		
Listened at Levels one, two and three.		
Deepened and/or reframed questions		
Showed understanding and awareness of client's agenda		
Stayed with the client's agenda for the duration of the session		
Coached client towards actions in terms of the agenda		



Coached towards creating accountability around client's actions		
Practiced self-management through the session.		
Created a space in which the client could shift in their thinking, perspective, actions, etc.		
Overall impression of coaching session		
Recommendations for coach's professional development		
General comments and feedback		

ASSESSOR PLEASE HIGHLIGHT APPORPRIATE RECOMMENDATION

Repeat Assessment | Assessment Satisfactory [PASS] | Assessment Above Average | Assessment of High Standard

Assessor's name: _____

Assessor's signature: _____



LIVE ASSESSMENT FEEDBACK

Coach: _____

Assessor: _____

Date: _____

Coaching Technique or Area of Competence	Completed	Notes by assessor:
Completed Check-In		
Contracted clearly for the session		
Created container		
Built rapport with clients		
Asked open-ended questions		
Listened at Level 1 Listened at Level 2 Listened at Level 3		
Deepened and/or reframed questions		
Showed understanding and awareness of client's agenda		
Stayed with the client's agenda for the duration of the session		
Coached client towards actions in terms of the agenda		
Coached towards creating accountability around client's		



Practiced self-management through the session Did not fix, rescue,		
Created a space in which the client could shift in their thinking, perspective,		
Overall impression of coaching session		
Recommendations for coach's professional development		
General comments and feedback		

ASSESSOR PLEASE HIGHLIGHT APPORPRIATE RECOMMENDATION

Repeat Assessment | Assessment Satisfactory [PASS] | Assessment Above Average | Assessment of High Standard

Assessor's name: _____

Assessor's signature: _____