GWEN CERTIFICATION PROCESS | CSBC

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:

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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.

CHECKLIST FOR TRAINING, CERTIFICATION AND ASSESSMENT:

- ☐ 24 hours of live classes
- ☐ 16 hours of online classes
- ☐ 10 hours of online groups on Workplace
- ☐ Completion of online manual, including videos, quizzes, and self-reflection activities
- ☐ 10 – 20 hours of being coached
- ☐ 40 – 50 hours of coaching others
- ☐ 6 Session Case Study
- ☐ 2 fifteen minutes recorded coaching sessions
- ☐ Personal development reflection
- ☐ Written, open-book online examination
- ☐ 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 50 hours of theory, coaches must attend 10 hours of online groups following the completion of live and/or online classes with your facilitator(s).
- 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:

This must make up a total of 60 hours of practical coaching.

- 40 - 50 hours of coaching
- 10 - 20 hours of being coached
- 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.
- Connect with your peers and training group to arrange coaching sessions during this part of your practical training.
- In these sessions, please allow time for feedback with one another as part of the learning process.
- If you are coaching a "client" please ask them to give you feedback on their experience in the session.

20 - 40 HOURS:

- You can begin coaching individuals who are in interested in empowering themselves in the personal and professional spaces and are ready to engage in coaching.
- Please be authentic and upfront about your status as a training coach with those you enter a coaching contract with.
- It is recommended that you contract clearly with anyone who you work with outside of the U-ACT and GWEN network.

40 - 60 Hours:

- Before writing the exam and completing the live coaching assessment you need to complete all ***remaining*** 60 hours of practical coaching.
- Your case study [outlined below] should form part of the final hours.
- Once you have completed these hours you can then start with the certification and assessment for 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
    - 6 Session Case Study
2. Send your <u>two 15-minute recorded sessions</u> 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 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.

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.

Case Study Form

Coach name	
Client name	
Date	
Session: [1st, 2nd, etc.]	
Method: [live or online]	
Coaching SERIES Objective(s): Overall client objective(s) for six session coaching series?	
What is the session contract? What are you and the client discussing in this session?	

1. What values, needs, and wants were identified as you listened to your client speak?

2. What goals did you identify in the client's conversation?

3. What themes and patterns did you notice your client was working with?

4. What awareness and resources are the client building within themselves?

5. What practices will help the client build on these to anchor the learning and move forward?

6. What actions are you taking as coach to support your client in this session/series?

7. What self-awareness in growing within you as you develop your skills as a coach?

8. What are your coaching strengths and areas for development that you are identifying in this session/series?

THERE ARE SEVERE PENALTIES IN SOUTH AFRICA FOR BREACHING THE PROTECTION OF PRIVATE INFORMATION (POPI) ACT. PLEASE ENSURE YOU HAVE CONSENT TO RECORD CLIENT INFORMATION AND YOUR CLIENTS' CONFIDENTIAL INFORMATION SAFE!

Assessment completed by: ______________________________

Date of assessment: ______________________________

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 do you possess naturally?
- What coaching skills do 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 and 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 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 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 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 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.*

CSBC Log Of Hours

NAME: ______________________________

CLIENT	DATE	TIME OF SESSION	CUMULATIVE TIME

Log checked by: ______________________________

Date: ______________________________

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: ______________________________

CSBC Recorded & Live Session Feedback

Coach:______________________________ Assessor: ____________________________

Date:______________________________

Coaching Technique or Area of Competence	YES/NO	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 client's 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		

ASSESOR PLEASE HIGHLIGHT APPORPRIATE RECOMMENDATION

Repeat Assessment | Assessment Satisfactory | Assessment Above Average | Assessment of High Standard

Assessor's name: ______________________________

Assessor's signature: ______________________________