
Overview

This standard is about the skills and knowledge needed for you to provide coaching and mentoring to support your organisation's drive to improve food operations. Coaching and mentoring of individuals within teams and the organisation is integral to increasing productivity and success of manufacture, processing and supply within the food supply chain.

You will need to show and understand how to develop, set up and provide coaching and mentoring in the workplace. You will also need to know the importance and benefits of coaching and mentoring in the workplace.

This standard is for you if you provide coaching and mentoring for improvement working in food or drink operations including manufacturing, processing, packaging or supply chain activities. You may have responsibilities for aspects of organisational improvement in a team leadership or management role.

Performance criteria

You must be able to:

Develop a coaching and mentoring process

1. choose a coaching style that meets the needs of your organisation and is at a pace and manner which is appropriate to learners
2. identify resources and facilities needed to perform in your role as a mentor
3. identify possible additional mentors to meet potential coaching needs
4. locate sources of information and support to help in your role as a mentor
5. agree how you will keep to the policy for mentoring in your organisation with the relevant personnel
6. organise when, where and how often the mentoring sessions should take place in accordance with mentoring needs and the improvement plan
7. provide information, documents and activities to help learners in the mentoring process
8. identify possible barriers to learning in an improvement culture

Set up the mentoring and coaching process

9. discuss the roles, expectations and boundaries of the mentoring process and include how progress and problems will be reviewed in accordance with procedures
10. agree the aims of the mentoring process and the support the learner in development in accordance with the improvement plan
11. inform learners about the resources available to support coaching in accordance with the improvement plan

Provide coaching and mentoring

12. help learners build confidence, take increasing responsibility and to look at issues in an informed and unbiased way
13. enable learners to practice skills and apply knowledge in the workplace, and include different learning opportunities
14. give learners honest and constructive feedback on the learning experience and the outcomes achieved
15. help learners discuss ideas and concerns affecting their learning experience in the workplace in accordance with the improvement plan
16. discuss with learners how and when the mentoring process should come to an end and how development and training could continue in accordance with the improvement plan

Knowledge and understanding

You need to know and understand:

1. your organisation's improvement vision, strategy and objectives
2. the importance of coaching and mentoring in delivering the improvement plan and objectives
3. your organisations policy in providing coaching and mentoring
4. how to identify potential mentoring activities that can support your organisations training programme
5. how to monitor the effectiveness of the mentoring process
6. the importance of using good practice in your mentoring role to support your organisations drive for improvement
7. why it is important to involve other people in the workplace in mentoring
8. how to identify and secure resources and facilities needed for the mentoring process
9. why it is important to know the expectations of your own role, the mentoring scheme and your organisation
10. the importance of appreciating different learners needs and styles of learning
11. how to establish an open and truthful relationship with your learner
12. how to provide practical support to the learner including time, materials and activities
13. how to motivate learners and keep their enthusiasm and commitment
14. why it is important to identify possible barriers to learning
15. how to check learners understanding and progress
16. the importance of keeping information confidential
17. the challenges and barriers to coaching and mentoring learners who feel uncertain about dealing with change and improvements

Provide coaching and mentoring for improvement in food operations

Developed by	NSAFD
Version Number	2
Date Approved	March 2017
Indicative Review Date	January 2022
Validity	Current
Status	Original
Originating Organisation	Improve
Original URN	IMPQI238
Relevant Occupations	Engineering and manufacturing technologies; Manufacturing technologies; Process Operatives; Process, Plant and Machine Operatives; Plant and Machine Operatives
Suite	Achieving Food Manufacturing Excellence
Keywords	Food operations; Manufacturing; Excellence; Improvement; Organisational development; Change; Management; Coaching; Mentoring;