

Level 5 Coaching Professional Apprenticeship Standard

“The more reflective you are, the more effective you are”

Omar Khan - Director, Reflect Learning



Consider..

- Are colleagues always coming to you with problems?
- Do you end up doing tasks that colleagues should do?
- Would you like to help people overcome challenges and problems, or make the most of opportunities?
- Do you not have anytime for yourself?

About Reflect Learning

- Specialist NHS training apprenticeship and training provider
- Focused on leadership, change and coaching skills
 - Delivering knowledge and skills for practical application in the workplace
 - Focus on experiential learning
- Programmes tailored to sector
- Our trainers have **NHS experience.**
- Commitment to **quality, customer and learner relationships.**
- Rated 'Good' by Ofsted (July 2024)

Some of our customers:

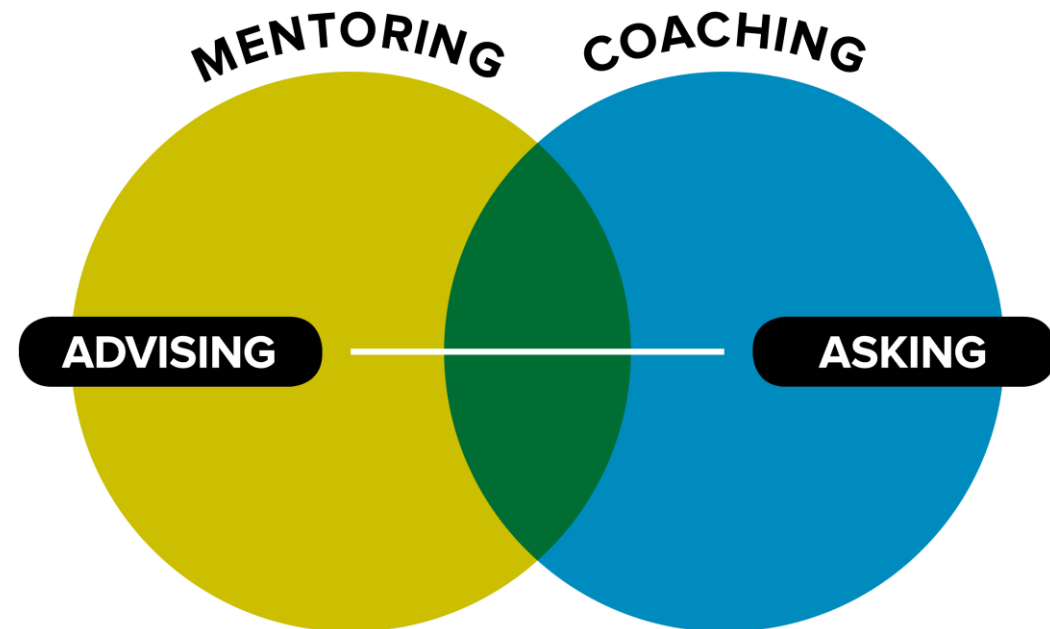


What is Coaching?



What is Coaching?

“Coaching is unlocking a person’s potential to maximise their own performance. It is helping them to **learn** rather than **teaching** them”.



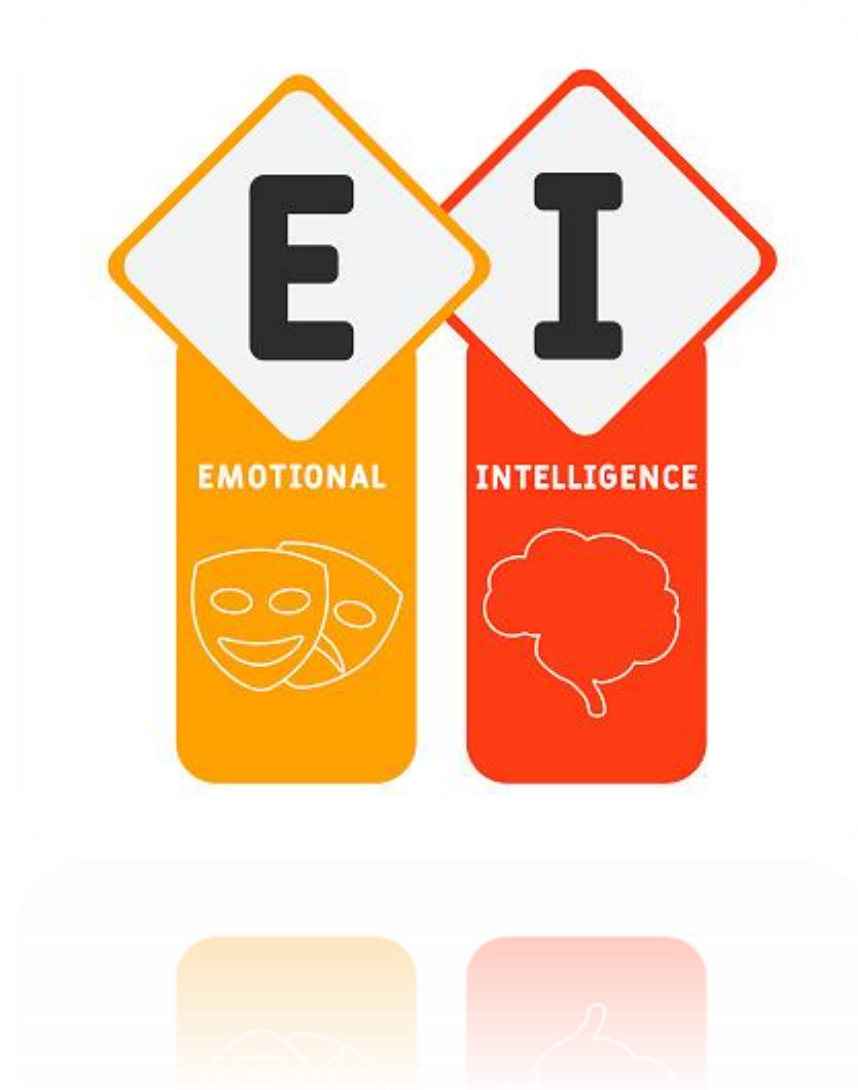
Why is Coaching Important

- As medicine advances, health needs change and society develops, the **NHS has to continually move forward** so that it has a service fit for the future – NHS Long Term Plan.
- Moving forward is about giving the people closest to issues affecting healthcare quality the **time, permission, skills and resources they need to solve them.**

It's an opportunity for you to support the Trust in:

- Boosting productivity and efficiency.
- Improving the performance of your team or service.
- Developing leadership, management and coaching skills.
- Enhancing a culture of coaching across the Trust.
- Effectively supporting the management of change.

Why is Coaching Important





Common Questions

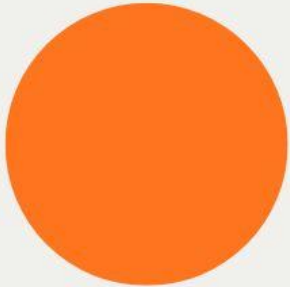
- Who is it for?
- What does it cover?
- What it prepare me to do?
- How is it delivered?
- What is my commitment?

Level 5 Coaching Professional Apprenticeship Learner Journey

1

Self Reflection

What You'll Learn:
How to critically reflect on your coaching sessions, emotions, assumptions, and development journey.



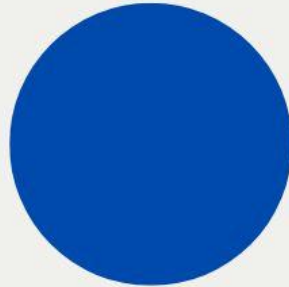
Programme Benefits

- Benefits:
- Builds self-awareness and confidence
 - Identifies areas for continuous improvement
 - Strengthens your coaching identity and presence

2

Limiting Beliefs

What You'll Learn:
How to recognise and challenge limiting beliefs in yourself and clients, and how to build trusting, respectful coaching relationships.



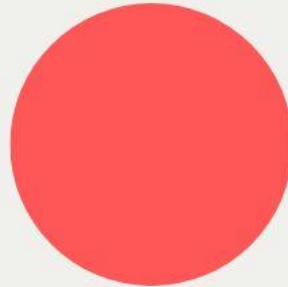
Programme Benefits

- Benefits:
- Helps clients unlock potential and overcome barriers
 - Improves rapport and connection
 - Encourages more impactful, transformational conversations

3

Unconscious Bias and Emotional Intelligence

What You'll Learn:
How to increase self-awareness, empathy, and emotional regulation, and how to identify and manage unconscious biases in coaching.



Programme Benefits

- Benefits:
- Enhances communication and listening
 - Promotes inclusive and ethical coaching practice
 - Builds strong, respectful client relationships

4

The GROW Model

What You'll Learn:
How to set clear coaching agreements and use the GROW model (Goal, Reality, Options, Way Forward) to structure sessions



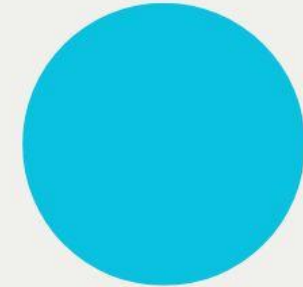
Programme Benefits

- Benefits:
- Provides clarity and structure for clients
 - Encourages accountability and action
 - Helps maintain professional boundaries and expectations

5

Socratic Questions

What You'll Learn:
How to ask powerful, open-ended questions that provoke reflection and insight.



Programme Benefits

- Benefits:
- Encourages deep thinking, self-discovery, and lasting change in clients.

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6

Visualisation

What You'll Learn:
Techniques for guiding clients through visualisation exercises to imagine success or desired outcomes.



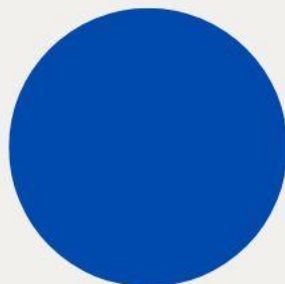
Programme Benefits

Benefits:
Boosts confidence, motivation, and clarity of vision for future goals.

7

OSCAR and Scaling Tools

What You'll Learn:
Techniques for guiding clients through visualisation exercises to imagine success or desired outcomes.



Programme Benefits

Benefits:
Boosts confidence, motivation, and clarity of vision for future goals.

8

Personality Types and Listening Skills

What You'll Learn:
How to use the OSCAR coaching model and scaling questions to support client progress.



Programme Benefits

Benefits:
Makes abstract goals measurable; tracks motivation and builds commitment to action.

9

Energy Shifts

What You'll Learn:
How to recognise and respond to emotional or energetic changes during a session.



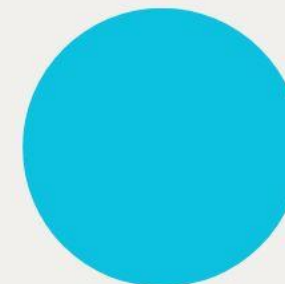
Programme Benefits

Benefits:
Enables deeper insight, identifies pivotal moments, and supports transformational coaching.

10

Stakeholders and Legislation

What You'll Learn:
The role of key stakeholders in coaching, and how to apply relevant laws and ethical guidelines.



Programme Benefits

Benefits:
Protects client confidentiality, ensures ethical standards, and strengthens credibility as a coach.

Programme Activities

- Group Workshops (Monthly, 3 hours)
- 121 Skills Sessions (Monthly, 1-2 hours)
- In-work tasks and assignments
- Distance learning
- Reflective Account
- Progress Reviews

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End Point Assessment



Summary & Next Steps

- Gain a nationally recognised qualification.
- Gain valuable leadership, coaching and management skills to support career advancement
- Expand your portfolio of experience, skills and knowledge.
- Support colleagues, patients – or anyone – to develop the long-term capability to solve problems.