

Masters in Human Resources Management: Intake September 2025-May 2026

Assessment Task: Supervised Practical Coaching Assessment	
Module: Coaching and Mentoring	Tuition Centre: 21 Academy Licence Number: 2018-017
Level: Award MQF Level 7	Student Name:
Date:	Student Number:
Session Date:	
Reflective Report Deadline: 07 September 2026	
<p>Task</p> <p>The Coaching and Mentoring Assessment is a structured practical evaluation worth 60%, designed to measure the interpersonal skills of HRM students in a realistic coaching scenario. Acting as an HR business partner, the student (coach) engages in a 15–20 minute role-play with another student portraying a dip in performance. The session focuses on establishing rapport, exploring challenges, and co-creating improvement plans. An assessor observes and provides feedback, evaluating the student's performance across core interpersonal techniques, including active listening, empathy, constructive guidance, and ethical conduct.</p> <p>Note</p> <p>The Coaching and Mentoring Assessment is designed to immerse HRM students in a structured, practice-based evaluation that mirrors real organisational coaching contexts.</p> <p>Note</p> <p>The objective of the assessment is to evaluate the student's proficiency in applying a range of interpersonal and coaching techniques in a supervised context. Specifically, the assessment focuses on the student's ability to:</p> <ul style="list-style-type: none"> • Establish rapport and create a psychologically safe environment for dialogue. • Demonstrate active listening and empathetic responses that validate the employee's perspective. • Communicate in a clear, concise, and professional manner, avoiding jargon and ambiguity. • Provide constructive and ethical feedback, framed around behaviours and their impacts. • Facilitate self-reflection and ownership, enabling the employee to generate their own solutions rather than relying on directive guidance. • Develop an actionable improvement plan collaboratively with the employee, ensuring commitment and feasibility. <p>In meeting these objectives, students not only demonstrate technical competence in coaching but also cultivate self-awareness and reflective practice, both of which are essential for professional growth in HRM roles.</p> <p>Please ensure that you refer to 21 Academy's Supervised Coaching Sessions Notes for comprehensive information regarding the assessment method.</p> <p>Reflective Report</p> <p>As part of the Coaching and Mentoring Assessment, you are required to submit a reflective report following your supervised coaching role-play. This reflective exercise is designed to encourage you to critically evaluate your performance as a Coach, your application of interpersonal techniques, and your overall learning experience. Your responses should demonstrate self-awareness, the ability to identify strengths and development needs, and an understanding of how the assessment links to professional HR practice.</p>	
<p>The role will be drawn by lots during the session:</p> <div style="display: flex; align-items: flex-start;"> <input style="margin-right: 10px;" type="checkbox"/> <div> <p>Scenario 1: Coaching - "BrightPath Marketing," a fast-paced digital agency</p> <p>You are an HR Business Partner. Tensions have risen between Jordan, a Senior Creative Lead, and Morgan, a Senior Data Analyst. They are currently co-leading a major client account. The client has complained that</p> </div> </div>	

the creative direction and the data-backed strategy are misaligned, leading to confusing presentations. When you meet with Jordan, it becomes clear there is a breakdown in communication and a lack of mutual respect. Jordan feels Morgan's data is "stifling creativity," while Morgan feels Jordan ignores "evidence-based insights." Your goal is to facilitate a conversation that moves them from finger-pointing to a collaborative framework, establishing a protocol for how their two departments should integrate during the project lifecycle.

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Scenario 2: Coaching - "GreenLeaf Logistics," a regional supply chain firm.

You are an HR Manager. Casey, a Warehouse Operations Supervisor, has applied for a Regional Manager role. While Casey is operationally brilliant and reliable, the hiring committee is concerned about her "big picture" thinking and ability to handle high-level stakeholder management. Casey has been in the same role for six years and has become very comfortable in daily logistics. Your goal is to provide constructive feedback on why she was not shortlisted for the interview, help her understand the gap between operational supervision and strategic leadership, and create a 6-month development plan to prepare her for future senior opportunities.

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Scenario 3: Coaching - "Nexus Tech Solutions," a software firm with a hybrid work policy.

You are the HR Lead. Taylor, a highly skilled backend developer, has been working fully remote for the last 18 months. However, the team has recently transitioned to a mandatory "3 days in-office" policy to improve collaboration. Taylor has been pushing back, claiming their productivity is higher at home. The team lead has noted that while Taylor's code is perfect, the team's cohesion has dropped because Taylor is never present for in-person whiteboarding or social bonding. Your goal is to enforce the company policy while exploring how to make those in-office days meaningful for Taylor, rather than just "forced attendance."

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Scenario 4: Coaching - "Nova Retail Group," a national clothing chain.

You are an HR Consultant. Sam was recently promoted from Sales Associate to Store Manager. However, Sam is struggling to shift from being "one of the team" to being a manager. Sam is still performing tasks for the staff, taking on extra shifts to cover for call-outs, and struggling to discipline a former peer who is frequently late. This is leading to personal burnout for Sam and inconsistency in store standards. Your goal is to help Sam navigate the "friend-to-boss" transition, set appropriate professional boundaries, and learn the art of delegation.

Pass Mark - 50%

Total Assignments Weighting - 60%

By submitting I confirm that this assessment is my own work

Mark:

Signature: <main assessor>

Date

Signature: <quality assurance>