A. INTERVIEW PROTOCOL - COACHES

Part A:

*View of the Relationship between SISC+ And The Coachees*

1. Describe your views of the relationship between SISC+ and the coachees.
2. Describe your understanding about coaching and mentoring relationship between you and your coachees.
3. Describe what you do when working with the coachees.
4. What is the goal of the relationship between you and the coachees?
5. What kinds of successes and challenges you have or might face in the relationship?
6. Can you please describe what you do when you face challenges?

Part B:

*Knowledge and skills provided by SISC+*

1. What is the content of your discussion with the coachees?
2. Did you integrate best practices to support quality teaching and learning of your coachees?
3. Did you collaborate with teachers to plan, teach and debrief the lessons?
4. Did you demonstrate the teaching practice of 21st century teaching and learning during your meeting?
5. Did you help the coachees to identify and solve problems related to their teaching and learning? If yes, can you please elaborate?

Part C:

*Roles and Responsibilities of SISC+*

1. Describe your roles as SISC+? Is it similar to the Management Books? If no, can you please elaborate?
2. Describe your responsibilities as SISC+? Is it similar to the Management Books? If no, can you please elaborate?
3. What kind of support you give to the coachees? Can you please elaborate?
4. Besides teaching and learning in the classroom, did you provide other assistance to the coachees?
5. What kinds of challenges you have or might face? Can you please describe what you do when you face challenges?
6. What kinds of successes you have or might face? Can you please describe the successes you’ve experienced?

Part D:

Improvement of Lesson Quality

1. What did you do to improve the teaching quality of the coachees?
2. Did you provide useful information, materials and resources for English Language subject?
3. Did you make the coachees feel more comfortable to share ideas and suggestions with other teachers? Tell me how do you make your coachees feel comfortable?

Part E:

Professional Development

1. Did you provide professional developments that assist teachers in implementing better practice in classroom? If yes, can you please describe?
2. Did you help the coachee to set goals and objectives aimed at implementing ideas and addressing issues? If yes, can you please describe?
3. Did you conduct workshop focusing on issues of teacher learning and/or classroom practice? Can you please elaborate
B. INTERVIEW PROTOCOL-COACHEES

Part A:
*View of the Relationship between SISC+ and the Coachees*

1. Describe your views of the relationship between SISC+ and the coachees
2. Describe your understanding about coaching and mentoring relationship between you and your SISC+?
3. Describe what you do when working with the SISC+.
4. What is the goal of the relationship?
5. What kinds of successes and challenges you have or might face in the relationship? Can you please describe what you do when you face challenges?

Part B:
*Knowledge and skills provided by SISC+

1. What is the content of your discussion with SISC+?
2. Did your SISC+ explain on teaching practice of 21st century teaching and learning?
3. Did your SISC+ help to identify and solve problems related to classroom instructions? If yes, can you please elaborate?
4. Did your SISC+ demonstrate the teaching practice of 21st century teaching and learning?
5. Did your SISC+ help the coachees to identify and solve problems related to their teaching and learning? If yes, can you please elaborate?

Part C:
*Roles and Responsibilities of SISC+

1. Describe what you understand about the roles of SISC+?
2. Describe what you understand about the responsibilities of SISC+?
3. Did SISC+ fulfil your needs as coachees? If no, can you please elaborate?
4. What is your hope about the roles and responsibilities of SISC+?
5. What kind of support you received from SISC+? Can you please elaborate?
6. Besides teaching and learning in the classroom, did you receive other assistance?

Part D:
*Improvement of Lesson Quality*

1. What did SISC+ do to improve the teaching quality of the coachees?
2. Did SISC+ provide useful information, materials and resources for English Language subject?
3. Did SISC+ make you feel more comfortable to share ideas and suggestions with other teachers? Can you please describe?

Part E:

Professional Development

1. Did SISC+ provide professional developments that assist teachers in implementing better practice in classroom? If yes, can you please describe?

2. Did SISC+ help you to set goals and objectives aimed at implementing ideas and addressing issues? If yes, can you please describe?

3. Did SISC+ conduct workshop focusing on issues of teacher learning and/or classroom practice? Can you please elaborate?
APPENDIX 2: CONSENT FORM

Consent Form for Participants

Title of Research: COACHING AND MENTORING AMONG SISC+: THEIR ROLES AND RESPONSIBILITIES, SUCCESSES AND CHALLENGES, AND INFLUENCE TOWARDS THE TEACHING AND LEARNING

Researcher: Mastura binti Kamarudin, PhD student, USIM, Malaysia
Supervisor: Dr. Ramiaida binti Darmi, Dr Noor Saazai binti Mat Saad
Faculty of Major Language Studies, Universiti Sains Islam Malaysia

Statement of Consent by the case study participant:
I, ...........................................................(the participant), agreed to participate in this study. I understand that I have freedom not to participate in this research, that I can withdraw from this study up to the end of the data gathering period and that the data I provide may appear in her thesis and academic publications both in print and online.

(Tick √ where applicable)

<table>
<thead>
<tr>
<th>No</th>
<th>Condition</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>I agree to take part in the study</td>
<td></td>
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<tr>
<td>2.</td>
<td>I am willing to be available for an interview at a later date.</td>
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Name of participant: .................................................................
Tel(HP/House) : .................................
E-mail address: ............................................
Correspondence address : .................................................................
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.................................................................................................
Participant signature: .................................................................
Date: .................................................................
APPENDIX 3: SURVEY

Respected Respondents,

This study is to look at the transformation in education initiated by Ministry of Education (MOE). The objectives of this research are:

1. To identify the roles and responsibilities of SISC+,
2. To explore the successes and challenges of SISC+ during the process of coaching and mentoring in the workplace, and
3. To examine the influence of coaching and mentoring by the SISC+ towards the teaching and learning of the teachers.

Based on the objectives above, I would like your opinion on the programme. Please provide your feedback to the survey below.

This questionnaire is divided into 7 parts:

Part A:
Demographic Background

Part B:
Functional Aspect of Coaching and Mentoring by SISC+

Part C:
View of the Relationship between SISC+ And The Coachees

Part D:
Knowledge and skills provided by SISC+

Part E:
Roles and Responsibilities of SISC+

Part F:
Improvement of Lesson Quality

Part G
Professional Development
Your participation in this study is voluntary and will be highly appreciated. The survey should take only 15-30 minutes to complete. It is important to mention that this is an academic research and the data collected will not be used for any other reasons except for academic purposes.

Thank you in advance for your assistance and time.

PART A: DEMOGRAPHIC BACKGROUND
Instruction: Please tick (✓) your answers in the boxes provided.
1. Gender:
   - Male
   - Female

2. Age (years):
   - 20-30
   - 31-40
   - 41-50
   - 50 and above

3. Race:
   - Malay
   - Chinese
   - Indian
   - Others

4. Highest level of academic qualification:
   - SPM/STPM
   - Diploma
   - Degree
   - Post Degree

5. Current Service Location:
   - Seremban
   - Jempol
   - Port Dickson
   - Kuala Pilah
   - Rembau
   - Jelebu

6. Years of Service:
   - 1-3 years
   - 4-6 years
   - 7-10 years
   - 11-15 years
   - More than 15 years
PART B: Aspects in Coaching and Mentoring by SISC+

Instruction: Please tick (✓) at the selected answer.

1. How long did the coaching engagement last?
   Less than 3 months
   3-6 months
   6-12 months
   More than 12 months

2. How often was the coaching held?
   Weekly
   Fortnightly
   Monthly

3. How often did your coaching sessions include a pre-lesson conference?
   Never
   Less than half the time, but sometimes
   Half the time
   More than half the time, but not always
   Always

4. How often did your coaching sessions include a lesson observation?
   Never
   Less than half the time, but sometimes
   Half the time
   More than half the time, but not always
   Always

5. How often did your coaching sessions include a post-lesson conference?
   Never
   Less than half the time, but sometimes
   Half the time
   More than half the time, but not always
   Always

Instruction: The statements below reflect items related to Part C, D, E, F and G. Please tick (✓) at the scale that reflects your answer on each of the statements below.
(Scale: 1 – Strongly disagree; 2 - Disagree; 3 – Neither disagree nor agree; 4 – Agree; 5 – Strongly agree)

<table>
<thead>
<tr>
<th>No</th>
<th>PART C : VIEW OF THE RELATIONSHIP BETWEEN SISC+ AND THE COACHEES</th>
<th>1</th>
<th>2</th>
<th>3</th>
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<th>5</th>
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<tbody>
<tr>
<td>1.</td>
<td>I feel comfortable communicating with my SISC+.</td>
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<td>2.</td>
<td>I feel my SISC+ respects my opinions and understands my situation as a teacher.</td>
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<td>3.</td>
<td>A personal and close relationship with my</td>
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<td><strong>SISC+ makes me feel enthusiastic concerning my teaching.</strong></td>
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<td><strong>4.</strong></td>
<td><strong>I feel at ease when my SISC+ coaches and mentors me on my teaching practices.</strong></td>
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<td><strong>5.</strong></td>
<td><strong>SISC+ always guides me on my teaching and learning.</strong></td>
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<td><strong>6.</strong></td>
<td><strong>I always follow the advice from SISC+.</strong></td>
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<td><strong>7.</strong></td>
<td><strong>SISC+ always guides me not only on my teaching and learning but also other matters.</strong></td>
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<td><strong>8.</strong></td>
<td><strong>SISC+ helps to develop my skills and abilities to boost my performance.</strong></td>
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<td><strong>9.</strong></td>
<td><strong>I feel comfortable questioning my SISC+ on a remark that he/she made.</strong></td>
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<td><strong>10.</strong></td>
<td><strong>SISC+ is an effective listener.</strong></td>
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<td><strong>PART D: KNOWLEDGE AND SKILLS PROVIDED BY SISC+</strong></td>
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<td><strong>11.</strong></td>
<td><strong>SISC+ provides me with demonstrations of effective teaching strategy</strong></td>
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<td><strong>12.</strong></td>
<td><strong>SISC+ guides me on many types of classroom management.</strong></td>
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<td><strong>13.</strong></td>
<td><strong>SISC+ and I discuss significant and worthwhile English Language content.</strong></td>
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<td><strong>14.</strong></td>
<td><strong>SISC+ helps me to identify and solve problems related to my classroom instructions.</strong></td>
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<td><strong>15.</strong></td>
<td><strong>SISC+ assists me with specific classroom activities when requested.</strong></td>
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<td><strong>16.</strong></td>
<td><strong>SISC+ and I discuss ways to instil more problem-solving skill into my lessons.</strong></td>
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<td><strong>17.</strong></td>
<td><strong>SISC+ assists me to look more closely at my teaching.</strong></td>
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<td><strong>PART E: IMPROVEMENT OF LESSON QUALITY</strong></td>
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<td><strong>18.</strong></td>
<td><strong>SISC+ helps me to improve my teaching quality.</strong></td>
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<td><strong>19.</strong></td>
<td><strong>SISC+ coaches me how to write a better lesson plan.</strong></td>
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<td><strong>20.</strong></td>
<td><strong>The students understand better when I employ the suggestions from SISC+</strong></td>
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<td><strong>21.</strong></td>
<td><strong>SISC+ helps me to achieve the lesson objectives of the day through the coaching and mentoring.</strong></td>
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<td><strong>22.</strong></td>
<td><strong>SISC+ makes me more comfortable to share ideas and suggestions with my colleagues.</strong></td>
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<td><strong>23.</strong></td>
<td><strong>SISC+ assists me with classroom management that promote learning for all students.</strong></td>
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<td><strong>24.</strong></td>
<td><strong>SISC+ provides useful information, materials</strong></td>
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296
and resources for English Language subject.

<table>
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<tr>
<th><strong>PART F: ROLES AND RESPONSIBILITIES OF SISC+</strong></th>
<th>1</th>
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<tr>
<td>25. SISC+ responds to requests for assistance in a timely manner.</td>
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<td>26. SISC+ provides me the information on 21st century education</td>
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<td>27. SISC+ demonstrates effective instructional practices in my classroom.</td>
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<td>28. SISC+ assists me with technology implementation in my classroom.</td>
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<td>29. SISC+ provides useful feedback to me after the class.</td>
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<td>30. SISC+ works effectively to identify my needs as a teacher.</td>
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<tr>
<th><strong>PART G: PROFESSIONAL DEVELOPMENT(CPD)</strong></th>
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<tr>
<td>31. SISC+ provides collaborative planning opportunities.</td>
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<td>32. SISC+ provides professional developments that assist me in implementing better practice in classroom.</td>
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<td>33. SISC+ helps me set goals and objectives aimed at implementing ideas and addressing issues we discussed.</td>
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<td>34. SISC+ helps me to reflect on my students’ learning.</td>
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<td>35. I know the part to improve in professional development with help from SISC+.</td>
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<td>36. SISC+ conducts workshop focusing on issues of teacher learning and/or classroom practice.</td>
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End of Survey, Thank You.
APPENDIX 3 : CLASSROOM OBSERVATIONAL DATASHEET

Classroom Observation Data Sheet

<table>
<thead>
<tr>
<th>Teacher</th>
<th>Date</th>
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<tbody>
<tr>
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<table>
<thead>
<tr>
<th>School</th>
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</table>

<table>
<thead>
<tr>
<th>Subjects Observed</th>
<th>Time</th>
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</table>

<table>
<thead>
<tr>
<th>SISC+</th>
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</table>

1. View of the Relationship between SISC+ And The Coachees

2. Knowledge and skills provided by SISC+
3. Roles and Responsibilities of SISC+

4. Improvement of Lesson Quality
5. Professional Development

6. Others and Recommendation
APPENDIX 4 : SAMPLE OF OBSERVATION DATASHEET

3. Roles and Responsibilities of SISC+

- The coach and ICT-coaching roles are explained to the teacher. Each of the written documents explain to the teacher about the expected tasks.
- Support the teacher to use effective LP.
- The coach listened attentively and wrote the teacher how to plan PPR action.
- A feedback time for the teacher on how to write lesson reflection with the teacher why exceed time.
- Try to balance the response by using correct words and times in coaching. Ask the teacher to meet the requirements.
- More teacher understood (The Coach).
- Explain in details.
- Not giving instructions rather give suggestions for the teacher to improve.
- Coach the teacher to make them understand about the requirements.

4. Improvement of Lesson Quality

- Making good comments first position.
- Briefly explain each of the constructive comments in the coaching tools.
- The teacher identifies appropriate field and need teacher support—such as to link with reflection.
- After support by extending existing material and readings.
- Ask the teacher about the success of the lesson.
- Support appropriate lesson material in the content.
- Tackle the learning motto of the teacher by acknowledging teachers effort in improving the class.
- Ask the teacher for the report of the lesson. Reflect on the lesson. Ask the teacher if the lesson needs reflection.
- Interactive teacher to use his apps in teaching and model it especially fit for teachers (Five approaches).
APPENDIX 5: SAMPLE OF INTERVIEW TRANSCRIPTION

P: I understand the scenario where the team has to come up with solutions, but how do we ensure that the team is working efficiently and effectively?

E: Well, we have a structured approach. First, we need to define the problem clearly. Then, we divide the team into smaller sub-teams, each focusing on a specific aspect of the problem. We also have regular meetings to discuss progress and make necessary adjustments.

P: I see. And how do you ensure that everyone is contributing equally?

E: We use a rotating leadership system, where different team members take the lead at different stages. This helps in distributing the workload evenly and ensures everyone feels valued and engaged.

P: That sounds like a good system. How do you handle conflicts or disagreements within the team?

E: We encourage open communication and use consensus-building techniques. If a disagreement arises, we discuss it openly and try to find a solution that satisfies everyone. This approach has been very effective in our past projects.

P: I understand. And what tools or software do you use to facilitate this process?

E: We use a combination of tools. For project management, we use Trello, and for communication, we use Slack. These tools help us stay organized and connected.

P: Thank you for the detailed explanation. This is very helpful for our upcoming project.

E: You’re welcome. Good luck with your project.
APPENDIX 6 : SAMPLE OF INTERVIEW NOTES

On we begin now:

My B will be asked the first part.
Part A
Part B
Part C
Part D
Part E

If you could please tell me or describe your
viewers with care and your teachers.

OK and the relationship was in project.
See readers, most Cecil are going. They
are not separate - none is going up.

Experience
None of our teachers will be ready to
move away for project strengthening because
they were of the opinion that, if

A lot of them were my friends. So
of them I did not say them. Some of them.
So not the readers will still here be.

I have to use here realize my work
will be profound.

b. If they had you expected
APPENDIX 7 : CONSENT LETTER

Mastura binti Kamarudin  
K.P.: 70124085316

No.2532 Jalan BSS 3/1C
Bantaran Serembat Selatan
71450 Sungai Gadut
Negeri Sembilan

Tuan,

KELULUSAN UNTUK MENJALANKAN KAJIAN DI SEKOLAH, INSTITUT PENDIDIKAN
GURU, JABATAN PENDIDIKAN NEGERI DAN BAHAGIAN DI BAWAH KEMENTERIAN
PENDIDIKAN MALAYSIA

Perkara di atas adalah dinjur.

2. Sokongan dan maklumat bahawa pemohonan tuan untuk menjalankan kajian seperti di bawah telah diluluskan.

"Coaching and Mentoring among English Language SIsCo: Their Roles and Characteristics, Successes and Challenges, and Its Influence on the Teaching and Learning of the English Language".


5. Tuan juga masih menerima senarahan laporan akhir kajian dalam bentuk hardcopy bersama salinan softcopy di format pdf di dalam CD kepada Bahagian ini. Tuan diiktiraf sepakat kebenaran terlebih dahulu daripada Bahagian ini sebelumnya sebahagian atau sepele ini dapat kajian tersebut hendak dibentangkan di masa-masa forum, seminar atau diumumkan kepada media massa.

Sekian untuk makluman dan tindakan tuan seterusnya. Terima kasih.

“BERKHIYATUH UNTUK NEGARA”

Saya yang mengesyorkan peraturan,

[Signature]

(DR ROSLI BIN ISMAIL)
Ketua Sektor
Sektor Penyelidikan dan Penilaian
b.p. Pengarah
Bahagian Perancangan dan Penyelidikan Dasar Pendidikan
Kementerian Pendidikan Malaysia

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