

APPENDICES

APPENDIX 1 : INTERVIEW PROTOCOL

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)

No	Condition	Yes	No
1.	I agree to take part in the study	<input type="checkbox"/>	<input type="checkbox"/>
2.	I am willing to be available for an interview at a later date.	<input type="checkbox"/>	<input type="checkbox"/>

Name of participant:

Tel(HP/House) :

E-mail address:

Correspondence address :

.....

.....

Participant signature:

Date:

APPENDIX 3 : SURVEY



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

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

☐

Jejebu

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)

No	PART C : VIEW OF THE RELATIONSHIP BETWEEN SISC+ AND THE COACHEES	1	2	3	4	5
1.	I feel comfortable communicating with my SISC+.					
2.	I feel my SISC+ respects my opinions and understands my situation as a teacher.					
3.	A personal and close relationship with my					

	SISC+ makes me feel enthusiastic concerning my teaching					
4.	I feel at ease when my SISC+ coaches and mentors me on my teaching practices.					
5.	SISC+ always guides me on my teaching and learning.					
6.	I always follow the advice from SISC+.					
7.	SISC+ always guides me not only on my teaching and learning but also other matters.					
8.	SISC+ helps to develop my skills and abilities to boost my performance.					
9.	I feel comfortable questioning my SISC+ on a remark that he/she made.					
10.	SISC+ is an effective listener.					
	PART D: KNOWLEDGE AND SKILLS PROVIDED BY SISC+	1	2	3	4	5
11.	SISC+ provides me with demonstrations of effective teaching strategy					
12.	SISC+ guides me on many types of classroom management.					
13.	SISC+ and I discuss significant and worthwhile English Language content.					
14.	SISC+ helps me to identify and solve problems related to my classroom instructions.					
15.	SISC+ assists me with specific classroom activities when requested.					
16.	SISC+ and I discuss ways to instil more problem-solving skill into my lessons.					
17.	SISC+ assists me to look more closely at my teaching.					
	PART E: IMPROVEMENT OF LESSON QUALITY	1	2	3	4	5
18.	SISC+ helps me to improve my teaching quality.					
19.	SISC+ coaches me how to write a better lesson plan.					
20.	The students understand better when I employ the suggestions from SISC+					
21.	SISC+ helps me to achieve the lesson objectives of the day through the coaching and mentoring.					
22.	SISC+ makes me more comfortable to share ideas and suggestions with my colleagues.					
23.	SISC+ assists me with classroom management that promote learning for all students.					
24.	SISC+ provides useful information, materials					

	and resources for English Language subject.					
	PART F: ROLES AND RESPONSIBILITIES OF SISC+	1	2	3	4	5
25.	SISC+ responds to requests for assistance in a timely manner.					
26.	SISC+ provides me the information on 21 st century education					
27.	SISC+ demonstrates effective instructional practices in my classroom.					
28.	SISC+ assists me with technology implementation in my classroom.					
29.	SISC+ provides useful feedback to me after the class.					
30.	SISC+ works effectively to identify my needs as a teacher.					
	PART G: PROFESSIONAL DEVELOPMENT(CPD)	1	2	3	4	5
31.	SISC+ provides collaborative planning opportunities.					
32.	SISC+ provides professional developments that assist me in implementing better practice in classroom.					
33.	SISC+ helps me set goals and objectives aimed at implementing ideas and addressing issues we discussed.					
34.	SISC+ helps me to reflect on my students' learning.					
35.	I know the part to improve in professional development with help from SISC+.					
36.	SISC+ conducts workshop focusing on issues of teacher learning and/or classroom practice.					

End of Survey, Thank You.

APPENDIX 3 : CLASSROOM OBSERVATIONAL DATASHEET

Classroom Observation Data Sheet

Teacher _____	Date _____
School _____	District _____
Subjects Observed _____	Time _____
SISC+ _____	

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 used TCT-coaching notes and explain to the teacher each of the written documents.
Explain to the teacher about the exceeded time/suggest the teacher to use effective L.P.

The coach listened attentively
Guide the teacher how to plan the activities not to exceed time.

Give feedback on the lesson on how to write lesson reflection
Listen to the teacher why exceed time.

Try to balance the response by using correct words and terms in coaching the teacher to meet the requirements.
Make teacher understand - (the coach).

Explain in details.

The coach Not give instructions rather give suggestions for the teacher to improve.
Coach the teacher to make them understand to meet the requirements.

4. Improvement of Lesson Quality

Make general comments first procedures.

Briefly explain each of the constructive comments in the coaching tools.

The coach address appropriate field that need teacher attention such as to link L.O and Reflection
Offer support by extending existing professional friendship
Refer to student result at the back of record book.
Congratulate the teacher on the success of class.
Suggest appropriate classroom instruction including correct knowledge.

Demonstrate respect for the teacher by acknowledging teacher's effort in managing the class.

Show teacher the example of writing reflection
Guide the teacher fill teacher's lesson what is reflection
Motivate teacher to use the apps in handphone - any Model especially the YES Model (Free Handphone)

APPENDIX 5 : SAMPLE OF INTERVIEW TRANSCRIPTION

Successes

Code Family: INFLUENCE

WZ: R03
File: C:\Users\hmr\Desktop\ANALYSIS\DATA_M001\B001\J01.docx
Interview Name:
Date/Time: 2017-07-26 23:11:28

Created: 2017-07-26 21:53:28 (Super)
Codes (3): changes in pedagogy (develop professional), good relationship (impact for teacher), improvement of lesson quality
Quotation(s): 33

changes in pedagogy Improvement of Teaching Quality

P 1: Coachess 1.docx - 1.108 (mostly an improvement: the main...) (26.26) (Super)
Codes: [changes in pedagogy - Family: INFLUENCE]
No memos

mostly on improvement: the main idea. Then, we move on to smaller areas and usually we will refer to the tools... what tool... aah... the TCT. She uses this to coach me. Like a checklist to see my teaching and learning.

P 1: Coachess 1.docx - 1.109 (I cannot teach same style. I...) (26.30) (Super)
Codes: [changes in pedagogy - Family: INFLUENCE]
No memos

I cannot teach same style. I have to change and I am sure the SISC+ has the knowledge to help me change.

P 2: Coachess 2.docx - 2.372 (Classroom Instruction. She will...) (30.61) (Super)
Codes: [changes in pedagogy - Family: INFLUENCE]
No memos

Classroom instruction. She will give me some suggestion ideas how to improve any weakness in my lesson. Solve problem to teaching and learning in terms of pedagogy.

P 4: Participant 1-Bahrami.docx - 4.106 (lightest or the smallest thing...) (22.52) (Super)
Codes: [changes in pedagogy - Family: INFLUENCE]
No memos

lightest or the smallest thing the teacher can change is the 21st learning in the classroom is a success.

P 4: Participant 1-Bahrami.docx - 4.144 (A. All in all, I would say this...) (34.54) (Super)
Codes: [changes in pedagogy - Family: INFLUENCE]
No memos

A. All in all, I would say that my discussions with my coaches are based on the 12 elements that we have in the TCT.

P 5: Participant 2-Taufik.docx - 5.443 (we also carried out the Micro...) (13.125) (Super)
Codes: [changes in pedagogy - Family: INFLUENCE] (demonstration - Family: SSC APPROACH)

No memos

we also carried out the Micro teaching to the teachers so that they have clearer picture about 21st century learning.

develop professional Professional Development

C1: P 1: Coachess 1.docx - 1.144 (I consider our conversations...) (30.66) (Super)
Codes: [develop professional - Family: INFLUENCE]
No memos

I consider our conversations in Whatsapp group among the English teachers also as a professional development that assist us in implementing better practice in classroom. PLC sessions done in school and we will discuss. We set a topic for questioning techniques and discuss about that in details.

C2: P 2: Coachess 2.docx - 2.35 (A. She will call me for the PLC...) (30.66) (Super)
Codes: [develop professional - Family: INFLUENCE]
No memos

A. She will call me for the PLC to get some ideas to improve my knowledge. The PLC they... PPD set for teachers are useful.

P 2: Coachess 2.docx - 2.36 (PLC in our district, PLC, even...) (30.62) (Super)
Codes: [develop professional - Family: INFLUENCE]
No memos

PLC in our district PLC, meeting... informal. We meet... English teachers. Normally they will only call 1 teacher to attend. They the PPD will call 1 teacher from each school to attend and the one who want will come back and do in house training.

C3: P 2: Coachess 2.docx - 2.32 (We attended all courses and so...) (30.48) (Super)
Codes: [develop professional - Family: INFLUENCE]
No memos

We attended all courses and some courses were organised by PPD.

P 2: Coachess 2.docx - 2.33 (Apart from that SISC+ also com...) (30.48) (Super)
Codes: [develop professional - Family: INFLUENCE]
No memos

Apart from that SISC+ also come to our school to give talk on some current issues and it is very helpful to overcome some of the problems we faced.

P 3: Coachess 3.docx - 3.14 (The PLC that we arrange at sch...) (30.66) (Super)
Codes: [develop professional - Family: INFLUENCE]
No memos

The PLC that we arrange at school level such as Lesson Study we will call the SISC+ to come as Pakar Rujak.

APPENDIX 6 : SAMPLE OF INTERVIEW NOTES

Can we begin now.
my Q will be divided into 5 parts
Part A
Part B
Part C
Part D
Part E
Hi yo
Could you pls tell me or describe your views on him since dad you coaches
OK aah. The relationship was in professional So teachers, most teachers are young. They are not experience - more to sharp of experience
There are some coaches who tend to move away from professional teaching because they most of the teachers I know A lot of them are my friends. So of them tend to say that. So of them. So not all coaches still treat me
I have to let him realise that work must be professional.
Q. If my dad you as a friend

SIA



Ruj. Kami KPMSP.600-3/2/3 Jld 3^a (22)
Tangh 25 Oktober 2016






CERTIFIED TO ISO 9001:2000
 CERTIFIED TO BS 5400