

Regulations for Quality assurance and quality development for consultants bso®

| Page | Content |
|------|-----------------------------------|
| 2 | Introduction and Principles |
| 3 | The Quality Portfolio |
| 3 | The Individual Portfolio Elements |
| 5 | The Quality Development Review |
| 6 | Miscellaneous Provisions |

Introduction and Principles

Dear active or future member bso,
dear reader,

since 01/01/2005 the Professional Association for Coaching, Supervision and Organisational Consultancy bso has had a **quality system** in place. With this quality system, which is obligatory for all active members, the bso wants to promote the professionalism of the consultants and contribute to the **continuous improvement** of the services provided by the active members bso. For the clients of consultants bso this means that they will receive results-oriented, verifiable and sustainable services, when they award a mandate to a consultant bso.

The quality system bso is composed of structural, process-based and results-based elements. The **Professional Ethical Guidelines bso** and the **Consulting Code of Conduct form bso** the basis for consultancy and consulting responsibility. The reflection of consulting processes and the consulting role as well as evaluations and feedback from clients promote self-knowledge and contribute to the improvement of our services. The documentations of reflections, interventions and development courses facilitate verifiability. Together with the fundamental documents – consulting concept(s), contract templates – they form the personal **portfolio** of every active member bso. The quality portfolio forms the basis for the **quality development review**, which takes place every 3 years.

Quality assurance and quality development are mandatory for all active members bso with the exception of the members in training.

The bso provides templates for the portfolios. You can find these on the homepage www.bso.ch under the category of 'Quality'.

We are pleased to help you should you have any questions!
Please send us an e-mail to: qualitaet@bso.ch

The Quality Portfolio

The quality portfolio comprises all documents (principles, concepts, proof, forms etc.) and, as the case may be, further individual elements, for example on teaching activities, professional publications, networks and much else.

The individual 5 portfolio elements are defined as follows:

Consulting concept:

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| Objective | Members bso dispose of one or more effective consulting concepts and provide clients with information on these. |
| Standards | <ul style="list-style-type: none">- One or more concepts, which provide information on fundamental points of the individual consulting practice, are available.- They meet the bso requirements (Ethical Guidelines and Consulting Code of Conduct) and give evidence with regard to attitude, reference to theory, objectives, methods and evaluation. |
| Documentation | Written concepts, e.g. own homepage, appropriate advertising material, brochures etc. |
| Review | Quality development review |

The contract process

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| Objective | Members bso devise the contracting process in a methodical, transparent and documented manner. |
| Standards | <ul style="list-style-type: none">- Members bso have one or several written template(s) for verbal or written contracting including objective agreement, method of operating, evaluation and cancellation provisions.- The contract refers to the Ethical Guidelines bso and the Professional Code of Conduct bso.- The contract contains a reference to the ombud office (address, telephone). |
| Documentation | Personal contract template and examples |
| Review | Quality development review |

Evaluation and feedback from the clients

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| Objectives | <ul style="list-style-type: none">- Clients of members bso are satisfied with efficiency, achievement of objectives and sustainability of the consultation.- In case of dissatisfaction or termination the consultant examines the reasons – if possible together with the client. |
| Standards | <ul style="list-style-type: none">- Members bso systematically evaluate their consulting processes with regard to satisfaction, achievement of objectives, efficiency, process and sustainability through selected and/or summarised feedback from the clients.- No legitimate complaints are present at the ombud office. |
| Documentation | <ul style="list-style-type: none">- Personal evaluation tools (questionnaires etc.)- Practical examples |
| Review | Quality development review |

Reflection of consultancy and the ongoing consulting processes

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| Objectives | <ul style="list-style-type: none">- Members bso reflect on their consulting processes and present their work.- They develop their professional action and look for solutions and alternatives for concrete consulting situations together with fellow consultants and/or during individual supervision.- The reflection focuses on the Ethical Guidelines bso, the Consulting Code of Conduct bso, consulting practice and the consulting role(s) as well as the professional application of methods. |
| Standards | <ul style="list-style-type: none">- On average 18 hours of intervision or 9 hours of individual supervision per year- 1 documented process analysis per year. |
| Forms | Written form, verbal presentation with documentation, video/ tape recording, job shadowing and much more. |
| Documentation | <ul style="list-style-type: none">- Verification of the reflection by the review partners (intervision group/Q circle and much more), possibly publication.- Reciprocal signing in the intervision group or signing by the individual supervisor. |
| Review | Quality development review |

Development

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| Objectives | Members bso undergo continuous development with respect to their consultancy. |
| Standards | <ul style="list-style-type: none">- 60 hours over the course of three years- of these at least 30 hours with external development providers. |
| Forms | Courses, conferences, professional discourses, professional publications, study of literature, quality development reviews. |
| Documentation | <ul style="list-style-type: none">- List of self-organised development activities- Proof of external development |
| Review | Quality development review |

The Quality Development Review

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| Objectives | Members bso have knowledge with regard to the described quality objectives, which is complemented with a professional external perspective. They recognise <ul style="list-style-type: none">- their own strengths and weaknesses in their professional action,- the personal call for action for the purpose of quality improvement- and development perspectives for their own consultancy. |
| Standards | Every three years members bso provide proof that they meet the quality standards bso (verification with signature to the branch office). New or transferring members provide their evidence in the third year following the year of acceptance. |
| Forms | <ul style="list-style-type: none">- Quality development review with at least 2 people or 2 reviews with two individuals.- At least 1 of the review partner is an active BSO member.- The foundation for the professional discourse and thus the subject of the quality development review is the quality portfolio and the compliance to the specified standards.- Possible vehicles may be: the intervision group, the exchange between two intervision groups, Q circle, consultant platforms to be newly created or offers initiated by development institutes. |
| Right to appeal | If during the quality development review non-compliance to the quality standards is ascertained and the respective appraisal is refused, an appeal can be filed with the Admission and Quality commission. |
| Documentation | <ul style="list-style-type: none">- Minutes of the outcome of the quality development review- Send verification of the execution to the branch office |

Review

branch office bso

Miscellaneous Provisions

If a consultant bso or a consulting collective has a methodical and documented quality system, which covers the quality objectives bso, the BSO Admission and Quality Commission can carry out an **equivalence recognition procedure** upon request.

The Admission and Quality Commission is responsible for regulations in case of a career break or other special situations. Applications are to be made to the branch office bso.

Final Provisions

These regulations replace the Q brochure dated March 2004. They have been approved by the general assembly on 15 March 2008 and brought into force with immediate effect.

June 2008