

Regulations bso | Quality Assurance and Development

Introduction and principles

Since January 1st, 2005 the Professional Association for Coaching, Supervision and Organisational Consultancy bso has a **Quality System bso**. With the Quality System bso, 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 receiving results-oriented, verifiable and sustainable services when they give a mandate to a consultant bso.

The Quality System bso comprises elements of structure, process and results

The **Ethical Guidelines bso** form the basis of the consulting activities and consulting responsibility. Reflection on consulting processes and the consulting role as well as evaluations and feedback from clients promotes self-knowledge and contributes to the improvement of our services. The documentation of reflections, intervention or supervision and further training enables verifiability.

Together with the basic documents - consulting concept(s), contract templates - they form the personal **Quality Portfolio bso** of each active member bso. The portfolio forms the basis for the **Quality Development Meeting bso** that takes place every three years.

Quality Assurance and Quality Development are binding for all active members bso.

The bso provides templates for the portfolios. You can find these on the website www.bso.ch in the members' area under the section Quality System.

If you have any questions, please contact the Admissions and Quality Office bso (qualitaet@bso.ch).

The Quality Portfolio bso

The Quality Portfolio bso includes all documents (basic principles, concepts, proofs, formulas, etc.) and, if necessary, additional elements of its own. For example documents on teaching activities, professional publications, networks, etc.

The individual five portfolio elements are as follows:

Advisory concept

Goal

- > Members bso have one or more current advisory concepts and can provide this information to all their clients.

Standards

- > One or more concepts are available that provide information on key points of the member's own consulting practice.
- > They correspond to the requirements of the bso (ethics guidelines bso) and make statements on basic attitude, theoretical reference, goals, methods and evaluation.

Documentation

- > Concepts are formulated in writing, e.g. website, suitable advertising material, brochures, etc.

Review

- > Quality Development Meeting bso.

Contract procedure

Goal

- > Members bso organise their contracting process in a systematic, transparent and well documented manner.

Standards

- > Members bso have one or more written templates for oral or written contracts, including agreements on objectives, working methods, evaluation and dissolution provisions.
- > The contract references the Ethical Guidelines bso.
- > The contract contains a reference to the ombudsman's office (address, telephone).

Documentation

- > Personal contract template and examples.

Review

- > Quality Development Meeting bso.

Evaluation and feedback from clients

Goal

- > Clients of members bso are satisfied with the efficiency, achievement of objectives and sustainability of the consultancy.
- > In case of dissatisfaction or discontinuation (and only if possible), the consultant investigates the reasons for this situation together with the client.

Standards

- > Members bso systematically evaluate their consulting processes in terms of satisfaction, goal achievement, efficiency, process and sustainability through selected and/or summarised feedback from clients.
- > The ombudsman's office has not received any justified complaints.

Documentation

- > Personal evaluation tools (questionnaires, etc.).
- > Real-life examples.

Review

- > Quality Development Meeting bso.

Reflection on consulting activities and ongoing consulting processes**Goal**

- > Members bso reflect on their consulting processes and present their work.
- > They develop their professional actions and look for solutions and variants for actual consulting situations with consultancy colleagues and/or in individual supervision.
- > The reflection process focuses on the Ethical Guidelines bso, consulting activities and the consulting role(s) as well as the professional application of methods.

Standards

- > An average of 18 hours of intervision or nine hours of individual supervision per year.
- > One documented process analysis per year.

Formats

- > Written form, oral presentation with documentation, video/tape recording, hospitation (job shadowing), etc.

Documentation

- > Confirmation of the reflection by the discussion partners (intervision group/ quality circle etc.), possibly publication(s).
- > Mutual signature in the intervision group or signature by the individual supervisor.

Review

- > Quality Development Meeting bso.

Further education**Goal**

- > Members bso continuously educate themselves with regard to their consulting activities.

Standards

- > 60 hours of additional education over the course of three years,
- > of which at least 30 hours with external training providers.

Formats

- > Courses, conferences, professional discourses, professional publications, literature studies, Quality Development Meetings bso.

Documentation

- > List of self-organised continuing education activities.
- > Evidence(s) of external continuing education(s).

Review

- > Quality Development Meeting bso.

The Quality Portfolio bso

Goal

Members bso have a knowledge of the quality objectives described, supplemented by an external professional perspective. They recognise

- > their own strengths and weaknesses in their professional activities,
- > the personal need for action to improve quality and
- > the necessity of development perspectives for their own consulting work.

Standards

- > Members bso provide proof of compliance with the quality standards bso every three years (confirmation with signatures sent to the office bso).
- > New members or members transferring to the bso must provide proof of compliance in the third year following the year in which they joined the bso.

Formats

- > Quality Development Meeting bso with at least two people or two discussions with two people.
- > At least one discussion partner is an active member bso.
- > The basis for the professional discourse and thus the subject of the Quality Development Meeting bso is the Quality Portfolio bso and the fulfilment of the specified standards.
- > Possible forums could include; the intervision group, the exchange between two intervision groups, quality circles, new consultant platforms to be created or offers initiated by educational institutes.

Right of appeal

- > An appeal can be lodged with the Admissions and Quality Committee bso if during the Quality Development Meeting bso it is established that the consultant or consultant collective has not met the quality standards bso and therefore the corresponding assessment is refused.

Documentation

- > Result protocol of the development discussion.
- > Send confirmation of completion to the office bso.

Review

- > Office bso.

Failure to complete the Quality Development Meeting bso

Members who

- > fail to submit the confirmation of completion of the Quality Development Meeting bso in due time or as agreed upon,
- > change their membership status to "passive" or
- > resign from the bso

may no longer appear on the market as "consultant bso".

Missing proof of Quality Development

Failure to provide proof of the Quality Development Meeting bso will result in exclusion from the bso in accordance with Article 8 Paragraph 2 of the Statutes. If the consultant bso or the consultant collective sends in a corresponding request, conversion to passive membership is possible.

Verification of equivalency

If a consultant bso or a consultant collective has a systematic and documented Quality System bso that covers the quality objectives of the bso, the Admission and Quality Committee bso may, on request, carry out a verification of equivalency.

Regulations in the event of interruption of the profession

The Admissions and Quality Committee is responsible for regulations in the event of a career interruption or other special situations. Requests are to be sent to the office bso.

Final provisions

These regulations replace the quality brochure of March 2004. The General Assembly of Members bso approved them on March 15th, 2008 and they entered into force with immediate effect.

The General Assembly of Members bso decided on the additions concerning the failure to complete the Quality Development Meeting bso and the lack of proof of Quality Development on April 1st, 2017 and these additions came into force on the same day.

The editorial changes regarding the Ethical Guidelines bso and Gender-Sensitive Language were decided by the Board of Directors bso at the meeting of August 8, 2021 and came into force immediately.

Status: November 11th, 2021