

Date: 28 September 2022

Subject: Background and summary of ANSE's Quality Development Project
March 2021 – October 2022

Dear Presidents and Delegates

We would like to give some information for the planned discussions on ANSE Quality Standards and Quality Management during the General Assembly (GA) no 19 and the Presidents Meeting (PM) no 8. By reading the document titled '*Final Result – ANSE Quality Expert Group*' (QEG-Final_Paper.pdf) you can get acquainted with the work of the Quality Expert Group, their results, the '*Recommendations for Educational Standards and Lifelong Learning*' and the discussion questions for Quality Management of ANSE member organisations.

We are very thankful that the Quality Experts Group took this huge challenge, studied and categorized the available information on members' Quality Standards and Quality Management, and came up with this paper. Hopefully this step helps to raise the awareness on what Quality and Quality Management means, and contributes to further discussions, debates, and the development of ANSE and its members in future.

Context

The Statutes of ANSE identifies the aims of the Association, among others the following:

'2.4. The development of comparable standards and curricula of education for supervision and coaching in Europe and therefore adaptation of professional standards used by the various national organisations for supervision.'

It also discusses the means to achieve the goals, such as:

'4.1. Regular exchange of information between national organisations for supervision, about developments within them, about theories of supervision and coaching, practical experiences and the training of supervisors and coaches in their countries.'
and

'4.8. Quality assurance of supervision and coaching, among other things by promoting comparable standards of supervisor/coach education throughout Europe.'

ANSE General Assembly according to ANSE Statutes is a decision-making body that decides upon ANSE policies and activities. During many years Quality standards have been an important topic for ANSE. On the 15th GA in 2014 Quality standard

and Quality Management became a prior theme due to the process of working on Mutual Recognition of members (NOs) of ANSE.

ECVision project (2012-2015) was a major step towards mutual understanding of supervisory competencies and glossary of supervision in Europe.

Achievements and further development during 2018-2022 period

The Presidents Meetings and the General Assemblies repeatedly advised and declared that quality assurance should be a priority for ANSE. Therefore the Executive Board for 2018-2022 took initiative and proposed actions in this field. The following activities took place:

1. In 2019 and 2021 **EU Erasmus + project** plan titled “Exchanging and Validating Good Practice of Lifelong Development of Supervisory Competences of Supervision in EUROPE / SuperPrax” was handed in but not selected for funding. This project was planned as EU financed process for exchanging good practises of training and quality systems in National Organisations.
2. **ANSE Project on Quality Development in ANSE 2020- 2022 with following activities:**
 - The board formed a Quality Workgroup, assigned finances for the topic of quality, and planned to organise a meeting with the representatives of member organisations.
 - On 30 May 2020 the first online Quality Workshop was organised and all member organisations were invited to participate. (The planned in presence meeting could not take place because of the COVID pandemic.) The results of the workshop were presented in the GA 2020. During the first workshop the interest to share national quality standards, and management was expressed. The Quality Working Group of the ANSE board decided to organise the sequence of ‘Quality Talks’ for exchange on national systems, and to establish an expert group to collect and compare information on Quality Standards, and to prepare recommendations for further discussion.
 - Our „Quality Talks“ (in Zoom) have been an online Exchange Platform that gives space for National Organisations to present their Quality Standards/ Quality Management, to discuss, to become more familiar and get inspiration for one’s own Quality Standards/ Quality Management. Each member organisation is invited to delegate up to 2 members. Quality talks served as well for working on revision of ANSE Quality Standards and Quality Management.
 - 06 March 2021, 1st Quality Talk – presentation on the standards and quality management of BSO (Switzerland) and introduction of the plans for Quality Expert Group, and feedback loops & further discussions
 - 05 June 2021 2nd Quality Talk – presentation on the standards and quality management of ÖVS (Austria) and MSZCT (Hungary)

- 02 October 2021 3d Quality Talk – presentation on the standards and quality management of LVSC (the Netherlands) and LSA (Latvia)
- 12 March 2022 4th Quality Talk - presentation on the standards and quality management of LPSKA (Lithuania) and NOSCO (Norway)
- 21 May 2022 5th Quality Talk – presenting and discussing the interim results of the Quality Expert Group
- On 24 August 2022 during the ANSE Summer University the representatives of the Quality Expert Group (QEG) gave a poster presentation for the participants, and opened the floor for feedback and questions. The QEG incorporated the feedback into their recommendations.

3. Process to Develop the Recommendations for Quality Development within ANSE

In March 2021 the process of establishment of the “Quality Expert Group “and the “Group of Quality Representatives from National Organisations” was started. The plan was to work for the comparability of member organisations quality standards and quality assurance, as well as to discuss the role of ANSE in quality matters (e.g. reflect ANSE Quality guidelines/ Standards, create a comparable table of the Quality Standards and Quality Management of National Organisations, discuss how to deal with Online-Supervision).

Each National Organisation was asked to confirm one delegated member for the **“Group of Quality Representatives from National Organisations”**.

The Call for application for members for “Quality Expert group” was sent to the member organisations on 8 March 2021, and 7 experts applied. They formed the Quality Expert Group and took the assignment as introduced on the first Quality Talk.

The objectives of the process were identified as follows:

Overall goal

Develop and assure high quality supervision and coaching services in Europe.

Short term goal

Revise and develop ANSE Standards and ANSE Quality Management guidelines. This can serve as a base for Mutual Recognition procedures.

The following table shows the tasks and expected outcomes of the different groups involved in the process:

Group	Tasks	Outcomes
ANSE Board Quality Group	Set the frame and lead the process Moderation of communication between groups Lead, moderate and facilitate the Quality Expert Group Organise “Quality Talks”	Discussion paper with proposals how to revise & develop ANSE QS/ QM at GA 2022 Suggestions for MR on a procedural level English QS/ QM of all NOs on the ANSE webpage
Quality Expert Group (5-7 experts from NO)	Revise and develop ANSE QS/ QM Work on and specify essential categories/ criteria for QS/ QM or specify other next steps for revising and developing QS & QM of ANSE and NOs (approximately one day a month) Participate in Quality Talks (2-3 times a year)	Proposal for the discussion paper GA 2022 Categories/ criteria that are essential for ANSE QS/ QM and the NOs QS/ QM, good practise etc.
Group of Quality Representatives / NO	Participate in Quality Talks (2-3 times a year) Communicate with NOs Give feedback to Expert Group	English summary of QS/ QM of the member organization on their website

4. Discussion for further development

Next step is to discuss the results of ANSE Quality Expert group at the GA in Talinn.

The ANE Board invites the presidents and delegates to discuss:

- the recommendations for a proposal for ANSE Educational Standard, Lifelong Learning, and Quality Management;
- how to go further (for example what role the expert group can play in the future, next tasks for member organisations and ANSE board, development of an ANSE manual of good practises in Quality Management, etc.),
- how to deal with the Mutual Recognition?

We also invite you to take back the results, and most importantly the recommendations of the Quality Expert Group and discuss it within your associations board, and relevant committees.

We will be glad to meet you and have a fruitful discussion on this topic!

ANSE Board - Quality Workgroup

Marta Levai

Inese Stankus-Visa

Miriam Ullrich