

# POSTERPRESENTATION SU2022 NATIONAL QUALITY STANDARDS ON EDUCATION AND LIFE LONG LEARNING

Overall goal of the Quality Talks = to develop and assure high quality supervision and coaching services in Europe



Timeframe Quality Expert Group: Spring 2021 – ANSE General Assembly October 2022

## Quality Expert Group

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## 01. Introduction

This poster shows Quality Management of ANSE members. It gives an overview and comparison of the national quality systems on educational and lifelong learning standards. Referred data are based on feedback loops and 3 levels.

1. Entry level, requirements for membership
2. Quality standards for supervisors (membership of the NO and life long learning)
3. Exit level, ending membership

Minimum standards for education are limited to only supervisors. The results are recommendations for the ANSE board and General Assemblée later this year.

## 02. Goal

Revise and develop ANSE standards and ANSE Quality Management guideline



Explanation  
NO = National Organisation  
Feedback Loop = each expert collected data from 3 - 4 countries

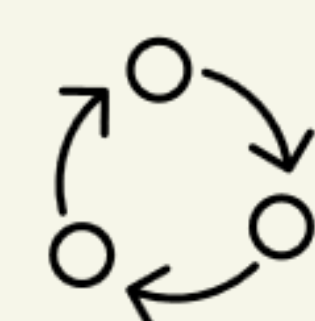
### Short time goal

Revise and develop ANSE standards and ANSE Quality Management guidelines to get stronger as a profession on the European level. A base for Mutual Recognition procedures



## 03. Method

1. For comparability a comprehensive quality criteria catalogue on educational and lifelong learning standards was developed
2. All of ANSE full and associated members were contacted for data collection (19 of the 21 NO's provided the data material)
  1. Similarities and differences were evaluated
2. We shared significant findings which brought up open questions for further reflection and quality development
3. A common understanding of the results was agreed upon
4. Recommendations for compliance according to the ANSE quality standards were formulated



## 04. Results

### Overview Life long learning

- 11 NO's have a defined quality standard procedure for members
- 4 NO's do not have expressed quality standard procedure for members
- 2 NO's intend to introduce it.
- 7 NO's have not answered, therefore we don't know if they have any procedures or not

### Comparison Quality Procedure for Lifelong Learning 1/2

- Quality assurance procedure**
- The majority of NO make the procedure mandatory
  - The review frequency is between 2 and 3 years (with 3 exceptions at 5 years)
  - 2 NO's have dialogue in addition to documents and self-declaration
  - 2 NO's have 2 different procedures for membership and senior membership
  - 7 NO's have process quality elements in their quality standards
- Professional experience**
- 3 NO's do not specify a minimum, the others between 10 and 40 hours per year, one country does not specify hours but 2 processes.
- Meta supervision**
- The NO's have between 5 and 25 hours per year. Some differentiate according to length of membership and between intervention and meta-supervision. 1 NO's specifies 2 supervisions and 4 interventions and 1 NO's does not have any requirements

### Comparison Quality Procedure for Lifelong Learning 2/2

- Continuing education**
- 3 NO's do not set any requirements, the others prescribe between 6 and 20 hours per year. 1 NO provides for an annual self-assessment interview. Some NO's have a broad concept of continuing education, including e.g. participation in the national organisation, publication and research work.
- Ombudsperson 2 without information, 6 NO's have established this position, the others haven't**
- 7 NO's have a form of passive membership**
- Ending membership**
- For 5 NO's the failure to meet the quality standards leads to end the membership.
- Quality system for trainers and meta supervisors**
- 4 NO's have a quality system for the trainers
- 7 NO's have a quality system for the meta-supervisors

### Comparison Educational Standards

- Admission requirements**
- Bachelor EQF6 or Master Educational EQF7 level or equivalent. Preferably Social or Human Science.
  - Recommended is professional experience of minimal 4 years according to the ANSE standard.
  - NO could decide if an assessment procedure as a part of the whole certification procedure is necessary.
  - Self/group experience/continuing education is required.
  - Proven supervisee experience differs and must be upgraded to the ANSE Standard of 30 full hrs. for all countries.

### Recommendations Educational Standards

- Educational Program Requirements**
- Preferably the duration of the Supervision education program should be brought up to ANSE standards of 2 years.
  - ANSE standard for contact hours is 375 hrs. of 45 minutes or 300 hrs. of 60 minutes.
  - European Credit Transfer and Accumulation System (ECTS) is applied to support student mobility between higher education. This could be a new ANSE standard to make comparison easier.
  - Do the practice of supervision up to ANSE standards of 45 hours.
  - Meta-supervision come up to the minimal ANSE standard of 35 hours for all countries.
  - A thesis or Portfolio is a standard assessment; add a presentation of a thesis or Portfolio.
  - According to ANSE standards final examination or colloquium should be part of all the educational programs.

References a.o.  
ECVision. A European Glossary of Supervision and Coaching. (2015)  
ECVision. A European Competence Framework of Supervision and Coaching. (2015)

## 05. Analysis

### Starting point Educational Standards

- Institutional requirements**
- Educational program requirements should be stated for the different professions to contribute to the quality of the educational programs,
  - make comparison more easy, and
  - in this way the ANSE standard will be a minimal required standard to be a professional

Explanation  
Different Professions  
Supervisors  
Coaches  
Organisational Coaches

## 06. Overall Recommendations

- Create common understanding within ANSE of what is needed as lifelong learning for supervisors, coaches and organizational consultants.
- Each National Organisation (NO) should have a written description of its own quality system for lifelong learning for their members
- Certification of education and lifelong learning by the NO is preferred
- European Credit Transfer and Accumulation System (ECTS) is applied to support student mobility between higher education. Consider this to be a new ANSE standard for education programs. (1 ECTS = 25-30 full hrs. study load)





# Appendix posterpresentation ANSE SU 2022 Data and tables

New ANSE minimal educational standards	ANSE
<b>admission requirements</b>	<b>ANSE</b>
Admission requirements	Bachelor EQF6 or Master Educational EQF7 level or equivalent. Preferably Social or Human Science. Exceptions or further requirements can be defined by the NO
min. age	
professional experience	4 years
continuing education (before starting the education) and/or self experience	60 h
proven supervisee experience	30 h
<b>educational requirements</b>	
duration of the program definition "hours"	min. 2 years contact hours 45 min - Supervision hours 60 min
min. contact hours (one hour = 60 minutes)	375
praxis as learning supervisor	45 h
participation at educational supervision (supervision on supervision) for trainees	35 h
written diploma thesis (shows the integration of main aspects of theory of supervision and own supervisory practice)	yes
final examinations or colloquium (demonstrating communication skills regarding the own thesis)	yes
Certificate must be approved by the national association for supervision.	yes

## Our Recommendations on Educational Standards



### Educational Program Requirements

- Preferably the duration of the Supervision education program should be brought up to ANSE standards of 2 years. Contact hours 375 hrs. of 45 minutes or 300 hrs. of 60 minutes. Practice of supervision up to ANSE standards of 45 hours
- Meta-supervision come up to the minimal ANSE standard of 35 hours for all countries.
- ECTS could be a new ANSE standard.
- Certification by the National Organisation (NO) is preferred

New ANSE minimal professional standards for Lifelong Learning	OUR SUGGESTION
<b>Quality assurance procedure</b>	
Description of the quality assurance procedure	Written - and available for members and others
Mandatory or voluntary for members	Mandatory
Approving frequency/year	3 years
Documents	Yes
Self declaration	Yes
Quality development dialogue	Voluntary - up to the NO
Reconciliation possible/n	Voluntary - up to the NO
<b>Process quality</b>	
Written concept	Yes
Contract procedure	Recommended
Documentation of processes evaluation	
<b>Professional experience</b>	
Practice giving in sv/co/od	Yes
<b>Meta supervision</b>	
Total h/year	Yes
Individual supervision	
Group supervision	
Intervention	
<b>Continuing education</b>	
h/year - types/formats/topics	Yes
<b>Ombudsperson</b>	
Established/ equivalent system?	Up to the NO (ethical commission, quality commission or similar can also function)
<b>Passive membership established</b>	
<b>ending membership according to QS</b>	Recommended that all NO's have a procedure for this
<b>Quality system for trainers</b>	
Is there any?	Voluntary, up to the NO
<b>Quality system for meta-supervisors</b>	
Is there any?	Recommended

## Our Recommendations on Lifelong Learning



- Common understanding of what is needed as a lifelong learning for supervisors, coaches and organizational consultants.
- It is a quality increasing factor, if each NO would have a written description of its own quality system for lifelong learning for their members
- Based on the results, the ANSE would invite the members to share their thoughts about their standards on lifelong learning and discuss their experiences to further develop comparable quality standards.
- Share the different process quality in the NOs, in order to develop a common understanding of what is meant by process quality.

### Comparison of quality items within ANSE

Requirements to become a member	Quality standards for members	Ending membership
Educational program in the own country	description of the quality assurance procedure	would the failure to meet the quality standard lead to exclusion?
institutional requirements	mandatory or voluntary for members	
Certificate approved by the NO others	approving frequency (years)	quality system for trainers and meta supervisors
admission requirements	documents	is there any quality system for trainers of sv/co/od?
education level or type	self-declaration	is there any quality system for meta supervisors?
age	quality development dialog	
admission assessment (y/n)	others	
professional experience	process quality	
self & group experience	written concept	
continuing education	contract procedure	
supervisee-, coachee-, od-experience	documentation	
others	evaluation	
educational program requirements	comments	
profession ( sv, co, od, ...)	professional experience	
duration of the program (years)	practice giving sv/co/od (h/year)	
contact hours (h=60')	comments	
credit points of the program	meta supervision	
training-practice in sv/co/od ( total h)	total (h)	
training-practice in sv/co/od: group (h)	received individual supervision (h)	
training-practice in sv/co/od: individual (h)	received group supervision (h)	
training-practice in sv/co/od: team (h)	intervention (h)	
meta supervision (total h)	comments	
meta supervision: group (h)	continuing education	
meta supervision: individual (h)	total (h)	
thesis presentation	comments	
final examinations or colloquium	ombudsperson	
others	established (y/n)	
Educational program in a foreign country	comments	
is there any procedure for education program recognition?	passive membership	
Comments	"is there a passive membership (exempted from quality assurance)?"	
extraordinary admission, is there any procedure for this?		
comments		

Note  
Three levels:  
1. Entry level,  
2. Membership level and  
3. Exit level  
Interested in all data?  
Ask a member of the expert group

### Open Questions on Lifelong Learning

- Data are not complete or not clear. Would it be necessary to make the data collection more accessible and understandable?
- What do this data mean for your NO?
- What would you like to be the next step?
- What is lifelong learning for you?
- How can we have a common understanding of what is needed as a lifelong learning for supervisors?
- Could it be helpful to have a comparable editorially description form for the quality assurance in the NO's?

Please write your Feedback on Post its

What do these results mean for your own NO?

What would you like to be the next step?

What questions are still open to you?

