

**infosyon Quality Standards  
for MASTER TRAINER  
of System Constellations in Organisations and the Workplace**

**1. Goal of these Standards**

These quality standards are intended to provide customers with orientation in selecting System Constellation Master Trainers.

**2. Preface**

The usefulness of System Constellations always derives from the way the System Constellation consultant, the client and the constellation group work together. System Constellation consultants do everything within their power to enable a good result to be achieved, however they need the cooperation of everyone participating: and this limits their influence.

The System Constellation Master Trainers presented on the infosyon internet website fulfil the requirements of the quality standards which are verifiable. However, the standards also contain non-verifiable criteria, adherence to which infosyon considers desirable. infosyon is unable to guarantee that a Master Trainer keeps to these standards.

In the case of criticism of a Master Trainer's work, infosyon provides a mediation facility. The quality standards are adjusted according to the further development of the method and experiences with these developments.

We work on the assumption that a System Constellation is a method to supplement a profession. The professional areas in which it is used frequently have their own quality standards that also remain valid during the application of a System Constellation.

### 3. The Term "Quality" for Master Trainers

Quality is the value of a product or service with reference to its applicability and usefulness to the customer. Teaching System Constellations is a service.

- Quality standards are a measurement tool for professional services
- A customer ought to have the possibility to judge the quality of a service in advance
- Quality is, the ability to understand the difference between "better" and "worse" in relation to the usefulness of the service on offer
- Quality as we understand it here, is the ability to perceive a significant difference between "before the System Constellation Training" and "after the System Constellation Training", whereby the "afterwards" should be helpful for the participants in relation to their knowledge
- Quality standards help to recognise and avoid, mistakes and services, which do not meet the requirements of the training.

### 4. Quality standards for Master Trainers

1. infosyon Master Trainers are able to prove that they meet the quality standards for SCO professionals (naturally, all the quality criteria for professionals are also valid for trainers).
2. The Master Trainer has profound experience in the application of SCO (theoretical and practical), verifiable by:
  - a minimum of 5 years experience as a constellation facilitator, of which at least 3 years should be as an organisation constellation facilitator
  - at least 200 personally facilitated organisation constellations
  - relevant personal supplementary education (e.g. conferences, seminars with colleagues ...)
3. The Master Trainer has qualified experience as a trainer and educator in SCO, verifiable by:
  - at least one completed advanced training programme with a minimum of 10 participants
  - or many years of other experience as a trainer / consultant / coach to other trainers.
4. Additional Qualification Criteria:
  - Experience / knowledge with group dynamic processes, training or education experience / teaching and learning in groups
  - Organisation theory and fundamental management knowledge
  - Experience / knowledge in (organisational) psychology
  - Minimum of 5 years experience with organisations as manager or internal / external consultant
5. The Master Trainer guarantees to adhere to the infosyon behaviour code for trainers.

## **5. Quality Assurance and Presentation of Master Trainer**

### **5.1. Managing the profiles of Master Trainers on the infosyon homepage**

- infosyon exclusively displays the profiles of its members on it's homepage
- for each Master Trainer, their own personal profile will be presented on the homepage and is thus visible for clients

### **5.2. Acceptance Criteria for a Profile of a Master Trainer**

- The System Constellation Master Trainer creates his / her profile with the infosyon personal declaration form. He / she supplements this by supplying proof of declarations on completed qualifications, further training steps, seminars and supervisions. This personal declaration will be checked by the quality team.
- The quality team checks the personal declaration and conducts an interview with the Master Trainer. Here, open points from the personal declaration form are clarified with the aid of a standardised manual.
- For the profile acceptance process, a one time fee will be charged. The acceptance process will start after the fee has been credited to infosyon's account. Should the membership application not be granted, the fee cannot be refunded.
- A fee per year will be charged for displaying the profile on the homepage. The fee will not be charged for the year of certification. The fee for the following year is due by 31 January of that year.
- Five years after acceptance of a profile on the homepage, the System Constellation Master Trainer must apply for the re-certification, providing proof of at least 20 hours professional development and supervision per year together with a personal declaration on the number of System Constellations carried out (at least 25 per year).
- The System Constellation Master Trainer guarantees to keep to the behaviour code and to further develop himself / herself in the framework of System Constellations in organisations and the workplace. In addition, he / she guarantees to provide information on changes to his / her personal profile.

- In the case of repeated violation of the behaviour code, fee payment agreement or other requirements, the Board has the right to erase the System Constellation Master Trainer profile from the internet portal. The information must then be kept by infosyon for a minimum of one year.
- If the Master Trainer is no longer a member of infosyon, he / she is not permitted to use infosyon seals or any other references to infosyon certifications in all documentation.
- Infosyon maintains an arbitration service for clients who are critical of the work of Master Trainers. The process is supported by mediation so that their demands and those of the Master Trainer are balanced.