

***infosyon Quality Standards
for Advanced Training CURRICULUM
in the Field of System Constellations in Organisations***
(shortened to SCO in the following text)

The infosyon Quality Standards for Advanced Training define the criteria and framework that we consider appropriate and necessary for learning how to facilitate high quality constellations in organisations and the workplace. Advanced training curricula that fulfil these conditions are able to receive the infosyon certificate and are permitted to describe themselves as "certified by infosyon". Curricula as well as individuals who fulfil the conditions may be certified by infosyon.

The Quality Standards for Advanced Training regulate the following areas:

- **Training goals**
- **Content and range**
- **Qualifications of the trainer**
- **Participant prerequisites**

With the skills of SCO, the participants acquire additional know-how in current consulting and leadership methods. This is an **advanced** training, not an independent vocational training.

Advanced Training recognised by infosyon distinguishes itself with a **curriculum** that

- **Contains comprehensive learning of specific methodological know-how in SCO**
- **Combines the above with an appropriate ethical attitude**
- **Includes the fundamentals of organisation theory, systems theory and significant management concepts.**

Learners who have completed the course can be certified by infosyon as SCO "Professionals", after they have independently facilitated at least 50 System Constellations in Organisations (conditional on all additional prerequisites, independent of SCO, having been fulfilled).

Advanced Trainings certified by infosyon may present themselves on the infosyon portal. Thus, professionals interested in taking advanced training obtain an overview of qualified offers on the market. This assures the independence of different schools and approaches, with the same high quality level.

Only infosyon-members may submit a Curriculum for certification (Curriculum Holder).

Results of a SCO Training

The training enables the participant:

- To professionally facilitate System Constellations in Organisations (see infosyon Quality Standards: Characteristics of good constellations)
- In addition to their existing professional skill set, know-how and experience, the participant attains a specific set of skills enabling him to introduce this method in an appropriate form, at an appropriate place with the corresponding functional-ethical attitude, in leadership situations and consulting assignments.

Content and Didactics of the Training

1. Differentiated transparent curriculum that clearly teaches the basic concepts and intervention techniques as well as the application skills of SCO:
 - Basic assumptions and principles of systemic constellations
 - Grammar and language of System Constellations
 - Variations of constellation forms, formats and settings for organisations, management and the workplace
 - Variations in approaches in System Constellations
 - Forms of intervention
 - Distinguish between the levels "System Constellation", "Interpretation of the System Constellation" and "Context of the System Constellation"
 - Distinguish between the various system levels in a System Constellation and dealing with them appropriately
 - Connection with the fundamentals of organisation theory, systems theory and significant management concepts
 - Development of the client issue towards a question form adequate for the preparation of a System Constellation (constellation specific systemic and solution-oriented interview techniques)
 - Criteria for the selection of a System Constellation as an appropriate instrument
2. Integration of System Constellations in consulting and management processes, preparation of the client and possibly, definition of an extended process for the follow-up (clarification of assignment, integration in project architectures, design of interventions, implementation, dealing with difficult situations).
3. Appropriately prepared practically-oriented didactic, that enables the participants to apply the method in SCO contexts. A balance between theory, demonstration and practice elements.
4. Conveying of an appropriate ethical and solution oriented approach according to the behaviour code for SCO professionals as well as via the example set by the trainer and training management.

5. Continuous responsibility of the whole curriculum by at least one responsible leader, certified as a Master Trainer by infosyon. The integration of the content must be ensured.
6. The curriculum should contain the following different learning levels:
 - Seminars with all participants
 - Self-organised practice or learning groups
 - Supervision
 - Independent application oriented work (e.g. own project, preparation of case studies, literature work ...).

Description of the Training

1. Minimum 18 days in the form of seminars with the whole group.
2. Peer groups organised by the participants themselves during the training programme, for which the training management makes recommendations (content, frequency – e.g. at least ½ day between the individual modules ...).
3. At least 2 days supervision when independently using SCO during, and often following the seminars.
4. The practical part (seminar plenum, practice groups, supervision) should be at least 50% of the total training.

These specifications of the description of training only relate to the organisational specific content. This needs to be taken into account when assessing mixed trainings (Family and Organisation Constellations).

Transparent Certification Criteria

Upon completing the qualification programme the participants receive a certificate after fulfilling the following requirements.

- Completion of at least 80% of the qualification programme
- The successful facilitation of 2 constellations under supervision
- As well as, if applicable, independently carrying out practically oriented tasks, given by the qualification head trainer (e.g. leading and documenting own project, submitting two detailed case studies with critical evaluation (ones own and process reflection). This lies within the discretion of the head trainer.

Apart from the formal, above mentioned requirements, system constellations are more dependent than other methods on the personality of the facilitator and his competence and the previous experience which he has gained. As it is not possible to refuse a participant the certification upon fulfilling all the formal criteria, the suitability of the

candidate for the Further Qualification programme should be checked with great care before accepting the candidate for the qualification programme.

Conditions of Participation

Experience has demonstrated that SCO can only be effectively used by appropriately qualified people.

Infosyon recommends, clearly defining target groups and conditions of participation. A written overview of education and advanced training, previous professional experience, as well as the areas in which the candidate wishes to use the training should be submitted. An interview / orientation meeting is recommended to form a picture of the personality of the candidate, as well as for other reasons.

General criteria are:

- Qualification and a number of years experience,
 - a) as a manager or in another responsible position in an organisation
 - or b) as an internal or external organisation consultant, trainer, coach, supervisor for organisation specific tasks or issues in the workplace
- The intention of application in professional contexts or seminar context
- A personality structure with the aptitude for bearing the responsibility associated with this work; ability to reflect; experience with the constellation of own family and working systems.

The decision is made according to the careful judgement of the advanced training management. If required, infosyon is available for consultation. The requirements for SCO professionals in the infosyon quality standards are available to provide orientation on whether the conditions are met. These are used when an interested party wishes to certify themselves as a SCO professional following successful completion of training.

Requirements for the Advanced Training Curriculum

(1) Transparency

The training concept, the contents (if applicable the non-contents), the extent of the curriculum, all trainers involved, with their qualifications and input in the training programme are to be clear and submitted in writing (example of advertisement) and the training is to be conducted in the way described.

(2) Quality Assurance

2.1. The person responsible for the training (head trainer) guarantees to ensure up most care when choosing the potential future participants interested in the training programme, taking into consideration:

- fulfilling the appropriate professional requirements
- the ability and responsibility to facilitate a constellation

In the case of refusal, the potential participant should be informed of this justification.

2.2. Each potential training candidate has a professional consultation with the head trainer, where he assesses the candidate's possibilities of using system constellations in professional areas of work using his own experience.

2.3. The members of the training staff prepare the training concept didactically and with care, so that all learning steps, interventions, and accompanying measures, individually and in cooperation, are transparent and explained.

2.4. A systemic constructivist perception and action model is introduced as the basis for observation, building hypothesis and interventions. This contains a picture of alternating influencing teaching and learning systems of independent people.

2.5. The training staff and participants are in a continuous iterative reflection process in relation to the learning goals and contents. Should, during the duration of the training programme, it become clear that a participant is having difficulties in using the method, so be it the responsibility of the head trainer, together with the participant, to set appropriate measures. A claim of reimbursement of the training fee can not be derived from this.

2.6. The head trainer, as well as all other involved staff members, have the responsibility for the contents and processes, in every phase of the training.

2.7. The head trainer / staff guarantee to fulfil continuous self further development training, to remain at the current methodical level.

2.8. The head trainer shall only integrate colleagues in the trainer team, when their proficiency level is known and they preferably fulfil the infosyon quality criteria.

2.9. It is not necessary for each individual member of the advanced training staff to fulfil all criteria in order for the advanced training curriculum to be recognised (for example co-facilitation by an experienced constellation facilitator and an experienced organisation consultant).

- The curriculum leader must be an infosyon Certified Master Trainer.
- At least 50 % of the training units must be facilitated by one or more infosyon certified Master Trainers.

Acceptance Procedure and Quality Assurance

All material shall be submitted by the curriculum holder:

1. Curriculum with all details.
2. Where necessary, willingness to host a visit to the course from the infosyon board member responsible for quality or a member of the quality team (e. g. where there are participant complaints).
3. Colloquium to assess recognition as infosyon Master Trainer or infosyon advanced training curriculum, conducted by 2 members of the infosyon quality team, with the possible participation of the board member responsible for quality.
4. Recommended: written evaluation of the advanced training by the participants (feedback).
5. In the case of violation against the advanced training quality criteria or behaviour code, warning and by repeated violation, exclusion. Furthermore, recognition can be withdrawn if the training no longer meets the criteria, untrue claims were made to obtain recognition, or the trainer violates the behaviour code, or there is negative feedback on serious issues from a larger number of participants.
6. infosyon will set up a mediation facility for dissatisfied training participants.
7. When changes are made, the advanced training offer must always be re-presented to infosyon, as a new certification process.
8. The Curriculum Holder will be informed of the results of the recognition process in writing. He / She is entitled to indicate this recognition to others (pre-formulated wording or official seal) and to present her/himself on the infosyon portal on the list of infosyon certified trainings or the list of infosyon certified Master Trainers.

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