



Independent healthcare professions
Umbrella organization for independent consulting and healthcare
professions

Quality guidelines of the independent healthcare professions
Umbrella organization for independent advisory and health-promoting professions

The cross-method quality guidelines for counselors, health practitioners and course leaders take into account all those freelance course leaders, trainers, teachers, etc. (hereinafter referred to as course leaders) and life/health counselors, mediators, conflict managers, etc. (hereinafter referred to as counselors or health practitioners) who practice their profession as freelancers, employees or professionals in the field of holistic health promotion and/or life coaching.

Note: In this text, where the partially differing tasks and fields of activity of counselors, health practitioners and course instructors require different guidelines, only the relevant group is explicitly mentioned.

Goals

The aim of these quality guidelines is to

- to provide those people who seek advice, health promotion and courses with criteria to enable them to make a suitable decision for the right support in relation to their personal concerns on the basis of differentiation.
- to protect the professional profiles of those independent counselors, health practitioners and course instructors who offer qualified professional counseling and health promotion on the market.

1. Qualification: training - skills

Training levels 1-3 are specified, which include different qualifications and skills. The following minimum standards apply to the respective training level without basic training in a social, therapeutic, medical or teaching profession:

Training level 1

at least 250 hours

Training level 1 enables the application and teaching of standardized methods.

Training level 2

at least 400 hours

Training level 2 provides additional knowledge that enables a method to be applied or taught in a specified and individualized manner.

Training level 3

Advanced level for training qualification

The prerequisite for this is several years of practical experience and additional further training. The exact regulations for training qualifications in the respective methods are determined by the associations.

The following applies to all three training levels:

- The training content is taught through theory, methodology and practice.
- A qualifying training certificate (usually a certificate after examination) clearly shows the vocational training level acquired and the field of activity for which the training qualification qualifies.

2. Professional competence and responsibility

- Counselors, health practitioners and course leaders know the effects of their methods and apply them accordingly.
- Their competence lies in one or more of the following areas: life improvement, conflict counseling, self-awareness, support in phases of change and transition, support and orientation during life changes, orientation towards meaning and life goals, teaching methods for self-development.
- The objectives lie in one or more of the following areas: self-management and action competence, guidance for self-healing, decision-making ability, health care, prevention of illness and precaution, conflict competence and creative solution strategies, stabilization and activation of the self-organization of body and soul, as well as strengthening the sense of coherence.

3. Autonomy and self-commitment of client

- Providers commit to respecting and promoting the autonomy of clients. This self-commitment means that the providers subordinate their own market and ideological interests to the explicit interests of the clients.
- Providers present their services transparently to clients so that they can decide for or against them on their own responsibility. If clients decide against the services offered by providers in whole or in part, providers refrain from exerting covert influence and paternalism.
- Providers clarify the mandate of their clients precisely. They only accept the client's assignment if they have the specific expertise to fulfill it. Otherwise, they can recommend competent providers.
- "Fantasies of omnipotence" contradict this attitude. Instead, the providers are also aware of their limits; they can present their limits and defend them professionally.

4. Setting (costs, period,)

- The first requirement is transparency of the offer, based on the fact that people come to counseling, health promotion and courses who can make their own decisions. Confirmation of self-responsible participation is expressly required (see also 5. Agreement).
- Counselors and health practitioners provide a free initial consultation (also by telephone) to discuss and coordinate the client's concerns and the offer as well as the methods of counseling in order to decide whether counseling with this offer can lead to the client's desired goal. Questions in this regard are What is the client's concern? How can the counselor use his methods to support this concern in a goal-oriented manner? When is the goal achieved? What are the target criteria?
- Course participants should be given a trial offer, as far as the course organization permits. Minor trial offers are free of charge.
- If the counseling / health promotion or course offer proves to be unsuitable or insufficient for the needs of clients / course participants, alternative health-promoting facilities, counseling or course facilities are recommended.
- At the client's request, cooperation and consultation with other therapists/counselors can be arranged.
- In the event of existing mental or physical illnesses / problems, clients / course participants are requested to consult a doctor or therapist. In case of doubt, counselors / health practitioners / course instructors will point out in an appropriate manner that a medical or psychological clearance must be obtained before the start of the counseling / health promotion / course. If necessary, counselors / health practitioners / course instructors shall obtain specialist advice.
- Counselors expressly draw their clients' attention to the fact that they do not work in a curative manner, but that they provide developmental, solution- and learning-oriented and health-promoting support.
- The duration and costs of the counseling / health promotion / course are determined at the beginning. A change (or extension) of this agreement requires mutual agreement.

5. Methods

- The planned methods are disclosed and made transparent in the description of the offer. This disclosure can also be made by referring to the teachings and works of recognized experts or to relevant literature.
- The offer and the objectives of the freelance consultants / health practitioners / course instructors are defined. The methods used lead to these objectives in a comprehensible manner (empiricism, logical consistency and rational congruence).
- The member associations of the liberal health professions and their individual members must be able to present their working methods methodically, for example:

- The concrete steps in client / health promotion or educational work can be documented with regard to the objective, expected effect and implementation.

- In the case of counseling / health promotion / courses, the underlying theories and assumptions are coherent with the practical instructions. The focus is on empirical evidence of desired success, which is evaluated together with the client. Consistency of client feedback with the methodological considerations of the counselor / health practitioner / course leader can be a characteristic of a methodologically coherent way of working.

- The aim of counseling / health promotion / course management is to strengthen the self-responsibility and independence of the client. Counselors use their methods in a controlled manner so that they serve the self-reliance and the goal of the client / course participant. This is achieved by working openly and transparently.

6. Further training - supervision

Counsellors undertake to reflect on their work through supervision and to optimize it through further training.

7. Vereinbarung

An agreement safeguards the mutual interests between clients / course participants and counselors / health practitioners / course instructors. The agreement is subordinate to the ethical guidelines and the quality guidelines.

Components of an agreement should be

- Offer of the counselor / health practitioner / course instructor
- Cost agreement
- Absence agreement
- Self-responsibility of clients / course participants
- Exclusion of the right to claim healing from counselors / / health practitioners / course instructors.
- In the case of counseling, a time agreement relating to the entire counseling process and to the individual counseling sessions (possibly trial period, short sequences that can be extended by contract).

8. Self-presentation

In their self-presentation and advertising, counselors / health practitioners / course instructors maintain respect and regard for the physical, psychological and spiritual integrity of people and nature.

In particular, they undertake in words and images to

- adhere to the principles of fair competition
- not to discriminate against competitors and those who think differently
- to refrain from negative and hostile advertising
- not to use violence and compromising nudity as advertising parameters
- not to disseminate any untenable promises about the effect of the methods offered on:
no guarantees of effectiveness, no promises of salvation, no claims of absoluteness.

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