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FAQ Frequently Asked Questions (update June 2022)

Quality Assurance System for FMTs

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General Comments

Frequently Asked Questions

'[brown dot] document': Are the documents no. 3 and 7 missing ??

Question: Why do I not find a note in regards to ● [brown dot] document no 3 and 7?

Answer: The numbers of the [brown dot] documents are referring to the numbers of the 8 elements of the Personal Quality Portfolio. The elements 3 and 7 do not ask for any documents to be submitted to the headquarters.

In QAS guideline it says

The verification documents are marked with the corresponding number
[● [brown dot] document no. xx] with reference to the above sub-chapters.
These are **1, 2, 4, 5, 6.1, 6.2** and **8**, totalling seven sets of documents.

Language?

Question: Do FMTs have to prepare in English or in their own language?

Answer: The guidelines say: "*All documents to be submitted are written in a language that is well understood by the evaluating partners.*"

Personal Quality Portfolio - Element 2

Written Educational Concepts - What are the requirements?

Question: What are the regulations of the IANLP regarding the design of the written educational concepts?

Answer: The IANLP leaves the design to each trainer individually. The guideline requires that there be written concepts.

We understand this to be a quality feature for educational programs. That there are written planning documents for the seminars and trainings. In other words: A professional trainer doesn't just walk on stage and get going without any planning. Just do what comes to mind today is considered unprofessional.

How these written documents are designed is left up to each trainer. The design of the documents will also reflect the personal training style and personal preferences of a trainer. Some trainers may have only one written plan, while others may have several written materials, such as daily overviews, flipchart drawings, small hand notes, and others.

Refer to section 'Standards' to see what is required more specifically.

Personal Quality Portfolio - Element 3

Public Appearances ... bring respect and honor to the IANLP...

Question: How shall this be measured?

Answer: Section 'Standards' of Element 3 lists quite detailed what is required.

Please note that it is considered good business practice to make all essential information about the product (offer) publicly available. In such a way that an interested party does not have to contact you to obtain this information.

Public Appearance regulations are considered to be met as long as there are no negative reports.

Personal Quality Portfolio - Element 4

Confidentiality - How to deal with students?

Question: Please elaborate on this item.

Answer: Section 'Standards' of Element 4 lists quite detailed what is required.

We recommend to read chapter 'Grievance: How to deal professionally with a complaint?' in the IANLP Forum at <https://www.ia-nlp.org/forum-ianlp>

Confidentiality is not a two-way street. A third party and/or a student is free to disclose whatever they want and talk about you in public unprofessionally. You, being an educational professional are not. You are bound by your Code of Conduct (code of ethics) and by the guidelines of your professional guild.

Personal Quality Portfolio: Any suggestions on how to set up?

Question: It seems like a lot of work to do the PQP. Do you have any experience / suggestions to start with the Personal Quality Portfolio?

Answer:

It is recommended to do it in steps:

- (1) Understand what has to be prepared for the Personal Quality Portfolio: The 8 elements of the portfolio.
- (2) Get the 8 elements ready. Either physical (in a physical file, that's how we recommend doing it) or digital.
- (3) Check each of the 8 elements: What documents do you already have available? What needs to be prepared?
- (4) Look through your already available documents: Make a note into each of the 8 elements: Which of my already existing documents will do the job?
- (5) Non-available documents: Find ways to implement what is needed into your daily routine or scheduling your agenda to have it routinely done.
- (6) Set your agenda to check the fulfillment of the 8 elements (containers) say within one year from now. Thus you will find out what works, and what still needs to be done.

Once this routine is set up, our experience shows that there is not so much work to be done afterwards.

Some of the quality elements remain, more or less the same, over a long period of time. For instance containers: "1 - Compliance with curricula IANLP" and "2 - Educational concepts" do not really change a lot.

Other quality elements such as: "6 - Continuous Professional Development (CPD)" and "7 - Evaluation and feedback from customers (students, coaches)" it is more of a question of awareness to document the process, when each one of them is happening.

And - remember - what is nice about this system is that the way you document your quality ensuring processes, is up to you. Some of us might make digital notes, others just handwritten; whatever suits your needs.

Personal Quality Portfolio: Does it need approval by the IANLP?

Question: Does the documentation require an evaluation by the headquarters of the IANLP? And only after the approval may the FMT start with the Personal Quality Portfolio?

Answer: No. The Personal Quality Portfolio should fulfill the requirements as listed in the guidelines. Since the PQP is prepared in your own language the IANLP wouldn't even have the resources to check it. This shall be done in the 'inter-collegiate Quality Development Meeting' by the two evaluating partners.

Personal Quality Portfolio: If I do not offer IANLP curricula training?

Question: You know I haven't done an NLP Practitioner or Master program in a long time. I have been (and still am) working as a Human Resources Manager. This year I will just be doing NLP focused trainings for employees of our company. Would it be okay to prepare the Personal Quality Portfolio based on these workshops, or do I have to run NLP Practitioner?

Answer: Thank you for bringing this into our attention.

- 1) We like to mention that there are quite a few Fellow Member Trainers who do not offer IANLP curricula trainings. They use the title FMT to position and differentiate themselves in the market of NLP providers.
 - 2) If you do not offer IANLP curricula trainings, then the item: '1 - Compliance with curricula IANLP' of your Personal Quality Portfolio should have just a note saying that you do not offer IANLP curricula trainings. That's it.
 - 3) For item: '2 - Educational concepts' mention whatever trainings you offer.
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Personal Quality Portfolio: What about retired FMTs?

Question: Do FMTs who have retired from active training, still have to follow these guidelines?

Answer: In principle, yes. But

- as you will notice, some portfolio elements will require no more work than a note saying something like: "*I do not offer any trainings*". Like elements (1), (2) maybe even (3), (4) and (5). And - in addition, element '6 - Continuous Professional Development (CPD)' has considerably reduced standards with advancing seniority.
 - The IANLP is always open to a special personal arrangement. We expect, with pleasure, a reasonable proposal by a retired FMT.
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Quality Assurance System: How much time should I expect to spend?

Question: How much time will it be for FMTs to prepare all the documentation for Quality Assurance System?

Answer: If someone organizes her/himself ahead of time, there will be an initial time to setup the system. If the system is set up properly, the time to prepare the documents for the QDM, which takes place every 3 years, will be 2 to 3 hours. You will find that many documents need only be prepared once.

Experience shows that the QDM itself can be conducted within 60 to 90 minutes, if the documentation is easily accessible/available for all evaluating partners.

Quality Assurance System: Implementation in small steps?

Question: Could implementation come in steps (small manageable chunks) for understanding, interpreting, getting feedback and acting on them, before introducing the next step?

Answer: Yes, that's the idea. As mentioned in FAQ section 'Quality Development Meeting (QDM): Deadline?' we like to view the first QDM as a test run to gather experience.

If an FMT starts his/her Personal Quality Portfolio within the coming months, there will be sufficient time (3 to 5 years) to identify uncertainties or ambiguities and discuss and find meaningful solutions in exchanges with IANLP and/or Secretary Ambassadors and/or Evaluating Partners.

You might want to refer to FAQ section: 'Personal Quality Portfolio: Any suggestions on how to set up?' too.

Quality Development Meeting (QDM): Deadline?

Question: For active FMTs - Quality Assurance System should it be completed before the current license will expire?

Answer: No, not necessarily. FMTs with license expiring within the coming 3 years, will be invited to start their first cycle of Quality Assurance when they enter the next license period.

Question: Can we assume that we'll have to do the first applications for Quality Assurance System within the next 3 years?

Answer: Yes. We are planning on perceiving all QDMs up to, say, December 2025 as "test runs". That's when experience is gained and the system is improved.

Quality Development Meeting (QDM): Initiation and organization?

Question: Did I understand right, that it is the FMT herself who organizes the QDM? Does s/he has to find and get in touch with the two evaluating partners?

Answer: Yes. The FMT organizes the QDM with two evaluating partners. They must have at least 5 years of experience as NLP teaching trainers. At least 1 evaluating partner is a registered Fellow Member Trainer of the IANLP.

Quality Development Meeting (QDM): Reimbursement / cost?

Answer: This is between the organizing FMT and the two evaluating partners. Since it is an 'inter-collegiate' quality assurance, it might be exchanged on a free-of-cost basis.

Quality Development Meeting: Is there extra time for deficiency corrections?

Question: If one or two of the evaluating partners can not attest fulfillment of the guidelines and/or if the report sent to the IANLP does attest non-fulfillment, will there be time for remediation?

Answer: Yes, of course. This is a quality improvement process. Therefore all steps shall support the FMT to improve on his/her quality measures. The IANLP will send a reminder in January / February of the respective year, inviting the FMT to submit the report by the end of that

year. If the report is unsatisfactory, we will ask the FMT to make a reasoned proposal for improvement.

Quality Development Meeting: Live or online?

Question: Must the meeting be live or can it be conducted online too?

Answer: The guidelines say: "*The QDM may be held live on-site or by electronic media (e.g. Zoom, Skype).*"

Renewal of use agreement

Question: The Quality Assurance System is conducted every 3 years. Is a positive rating a condition for extension of the FMT's license for the next 3 year period?

Answer: Yes, quite right. For the time being, we are leaving the period of validity of the use agreement at five (5) years. This means that whenever the renewal of the license (certificate Fellow Member Trainer IANLP) is due, the last Quality Development Meeting must be satisfactorily documented.

This is a working paper. Any questions not answered here? Please let us know.

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