SymfoS

Symbols for Success

Quality Assurance
Templates for Training

www.symfos.eu

Quality Assurance

Templates for Training

(EN)

SymfoS Quality Assurance

Templates for Training

- **SymfoS Template Case study Basic Clearing**

- **SymfoS Template Case study Intervention**

- **SymfoS Template Action Plan**

- **SymfoS Template Evaluation of Training**

Find examples in the section Case Studies on www.symfos.eu

More about Quality Assurance Tools for SymfoS

In the context of SymfoS, the Quality Assurance (QA) is a process to ensure the quality of the consultations, to continuously improve the interventions for the target group and to adapt the method to the respective conditions in the different organizations. The further development and adaption of the interventions is a very important part of the SymfoS methodology.

In the documents below specific quality tools are described, which must be applied when using SymfoS. These tools can integrate into already existing Quality Assurance measures and procedures in operation within an organisation.

- **Train the Trainer (TtT) Curriculum (IO3) – chapter 10**

- **Transfer Handbook for SymfoS Methodology (IO7) – chapter 10**

- **www.symfos.eu**

CASE STUDY Basic Clearing <NAME>

Headline and background:

- Date:
- Name of the organization:
- Name of the project:
- Name of the counsellor:
- Name of the client:
- Basic data of the client: (age, school/ job, living situation, counselling setting)
- Name of intervention: Basic Clearing
- Headline / question of the Basic Clearing process:

1. **Presentation:** (if possible with photo)
   About 5-10 lines

2. **Factual questions:** (Have there been questions and if yes have they been answered?)

3. **Perception** (without evaluation, interpretation…)
   About 5 lines

4. **Interpretation**
   About 10 lines

5. **Agreement & action-plan**
   - Changes and decisions in the work
   - Agreements
   - Action plan (to be attached)
   - Task of the buddies (if applicable)

CASE STUDY 'Title of Interverntion' <NAME>

Headline and background:

- Date:
- Name of the organization:
- Name of the project:
- Name of the counsellor:
- Name of the client:
- Basic data of the client: (age, school/ job, living situation, counselling setting)
- Name of intervention:
- Headline / question of the intervention:

1. **Presentation:** (if possible with photo)
   About 5-10 lines

2. **Factual questions:** (Have there been questions and if yes have they been answered?)

3. **Perception** (without evaluation, interpretation…)
   About 5 lines

4. **Interpretation**
   About 10 lines

5. **Agreement & action-plan**
   - Changes and decisions in the work
   - Agreements
   - Action plan (to be attached)
   - Task of the buddies (if applicable)

SymfoS ACTION PLAN

Goal:

Area:	Strength/Barrier
Education	
Career	
Living	
Support	
How are you?	
What else? Please elaborate	

Action Plan	
Action 1:	
Action 2:	
Action 3:	

Level of intervention	O information O career counselling O holistic support in the following area: _____

Evaluation of SymfoS Training: in « venue » on « date »
Questionnaire for Participants

Providing organisation:

Participant:

In order to constantly improve our SymfoS training we kindly ask you to fill in this questionnaire. Please give input on the single aspects listed below.
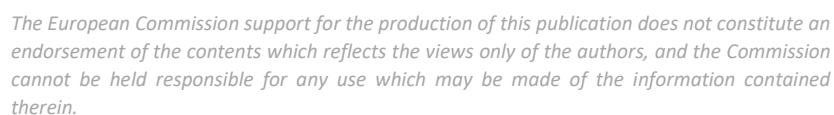
Detailed suggestions and comments help us to improve the quality of the training. Thank you!

General	**Vote** (1 very good – 5 poor)	**Suggestions and Comments**
✓ Organisation of the training		
✓ Presentation of symbol work was interesting for our work		
✓ Clear understanding of training activities and methodology		
✓ My expectations about this training were met		
✓ I am satisfied with the quality of my own participation		
✓ I appreciated co-operating with the other training participants		

Contents & Methodologies	**Vote** (1 very good – 5 poor)	**Suggestions and Comments**
✓ Presentation and discussion of SymfoS methodology were easy to follow (structure)		
✓ The scope and the usefulness of the preparatory documents		

Learning Outcomes		
✓ I am sufficiently prepared in using SymfoS with clients		
✓ SymfoS is a useful approach for my daily work		
✓ I would need further information / more support. If yes, please specify the area:		

Other Suggestions and Comments

Thank you for your feedback!

Project Coordinator

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