

## b. Specifications of the professional activities of Counsellors with Advanced Federal Diploma in Professional Education and Training (PET)

### A. Perception and reflection

Counsellors with Advanced Federal PET Diploma possess a high degree of self-experience and self-awareness. They know their own biography and understand their own psychological structure. They possess the personal and professional sensitivity in order to be able to recognize themselves and their clients in their contexts.

	Activities	Description of activities	Performance criteria
<b>professional and methodical competencies</b>	A1. Perceive and guide oneself	The counsellor's self-perception and realistic self-assessment are an integral part of the counselling process and the basis for the communicative procedures	Counsellors with Advanced Federal PET Diploma <ul style="list-style-type: none"> <li>- describe their own strengths, skills and limits and demonstrate an awareness of their own resources;</li> <li>- explain how they consciously guide and reflect their own behavior;</li> <li>- realistically assess their own counselling skills;</li> <li>- describe clients' possible resources and disturbances and how they deal with them;</li> <li>- describe their clients' needs and mental states;</li> <li>- self-critically assess their professional activities and demonstrate how they change it (capacity to reflect).</li> </ul>
	A2. Describe and recognize disruptive influences	Counsellors with Advanced Federal PET Diploma recognize both in themselves and in their clients disruptive influences that may impede the learning and change processes.	
	A3. Perceive the clients' needs	Counsellors with Advanced Federal PET Diploma perceive their clients' personality and mental state.	
	A4. Reflect on the counselling process and during the process	Counsellors with Advanced Federal PET Diploma continuously reflect on the counselling process and draw conclusions with respect to their attitude, interventions and personal development.	
<b>Personal competencies</b>	<b>Personal competencies</b>		
	Se6 - Perseverance / Frustration tolerance Se7 - Counselling style Se9 - Values/Ethics - Reflection Se10 - Responsibility Counsellor	<b>Social competencies</b> So1 - Empathy, sensitivity So7 - Roles of men and women So8 - Men and women's living conditions So10 - multiple perspectivity and gender sensitivity So11 - discriminating structures and ways of behaving	

## B. Communication

Counsellors with Advanced Federal PET Diploma have an explicit mandate to help their clients find solutions for their problems and develop their resources in a communicative and interactive way and by means of structured conversations.

	Activities	Description of activities	Performance criteria				
<b>Professional and methodical competencies</b>	B1. Conduct counselling sequences	Counsellors with Advanced Federal PET Diploma moderate the counselling sequences in a client-centered, situation-specific and purposeful manner.	Counsellors with Advanced Federal PET Diploma <ul style="list-style-type: none"> <li>- explain how they structure and lead the counselling sequences and the conversation according to clear criteria;</li> <li>- describe different levels of communication;</li> <li>- analyze verbal and nonverbal communication;</li> <li>- describe communication processes at a meta-level;</li> <li>- express themselves in a precise manner and use different kinds of language in a situation-specific and purposeful manner;</li> <li>- justify the use of various conversation techniques;</li> <li>- explain how they mediate in conflict situations between parties;</li> <li>- demonstrate how they deal with criticism and conflicts at various levels in a constructive manner and explain their ability to handle conflict.</li> </ul>				
	B2. Conduct conversations	Counsellors with Advanced Federal PET Diploma conduct counselling conversations taking into account the specific characteristics of their clients and in a purposeful manner.					
	B3. Apply conversation techniques	Counsellors with Advanced Federal PET Diploma possess a wide repertoire of conversation techniques, which they apply in an appropriate manner.					
	B4. Address and moderate conflicts	Counsellors with Advanced Federal PET Diploma timely recognize conflict situations, address them and use appropriate methods to deal with them.					
<b>Personal competencies</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;"><b>Personal competencies</b></th> <th style="width: 50%;"><b>Social competencies</b></th> </tr> </thead> <tbody> <tr> <td>           Se3 - Resource management            Se4 - Diligence and Discipline            Se5 - Stress – mental hygiene            Se9 - Values/Ethics - Reflection            Se10 - Responsibility counsellor         </td> <td>           So1 – Empathy, sensitivity            So4 - Ability to handle conflict            So7 - Roles of men and women            So8 - Men and women’s living conditions            So9 - gender sensitive language            So10 - multiple perspectivity and gender sensitivity            So11 - discriminating structures and ways of behaving         </td> </tr> </tbody> </table>		<b>Personal competencies</b>	<b>Social competencies</b>	Se3 - Resource management Se4 - Diligence and Discipline Se5 - Stress – mental hygiene Se9 - Values/Ethics - Reflection Se10 - Responsibility counsellor	So1 – Empathy, sensitivity So4 - Ability to handle conflict So7 - Roles of men and women So8 - Men and women’s living conditions So9 - gender sensitive language So10 - multiple perspectivity and gender sensitivity So11 - discriminating structures and ways of behaving	
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## C. Relationships

Counsellors with Advanced Federal PET Diploma establish professional relationships with their clients. They are distinguished from personal relationships by means of the clear framework, within which they occur. In addition, they have an exemplary impact on the clients' further relationships.

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<b>professional and methodical competencies</b>	C1. Establish contacts	The first step in every (professional) relationship is the establishment of the contact between all persons that take part in the relationship. Counsellors with Advanced Federal PET Diploma are able to respond to all the clients' issues relating to the establishment of the contact or to make a contact offer on their own initiative.	Counsellors with Advanced Federal PET Diploma <ul style="list-style-type: none"> <li>- describe various possibilities for establishing professional relationships;</li> <li>- explain, by means of a counselling process carried out by the candidate him/herself, social phenomena, in particular systemic connections and organizational conditions;</li> <li>- describe strategies that enable them to cooperate with clients and other persons involved in such a manner so as to allow their specific abilities to be developed;</li> <li>- explain how they engage in various ways and to various degrees in the cooperation with individuals, couples, families or groups being aware of their specific role;</li> <li>- with the aid of examples they describe at least two conflict solving strategies;</li> <li>- describe how they perceive and handle contradictions and conflicts without losing sight of their own position;</li> <li>- describe possibilities of ending counselling relationships according to professional criteria.</li> </ul>														
	C2. Build and shape relationships	In the course of the counselling process the relationship between the counsellor and the client develops. Counsellors with Advanced Federal PET Diploma consciously construct the relevant process and shape it in an authentic and wholesome manner.															
	C3. Clarify relationships and handle conflicts	Conflicts arise, among other things, when expectations and demands are not expressed or when roles and responsibilities remain unclear. Counsellors with Advanced Federal PET Diploma are able to address such a lack of clarity and to clarify such situations. They are able to advise and support clients in trying to solve such conflicts.															
	C4. End relationships	Clients and client relationships end or change when the counselling process comes to a conclusion. Counsellors with Advanced Federal PET Diploma are aware of this and possess possibilities to conclude such relationships in this sense.															
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## D. Role

Counsellors with Advanced Federal PET Diploma distinguish between person and professional role and fulfil a clear role in the counselling process. They are able to describe this role, to challenge and develop it. They recognize and respect the limits of their activities.

	Activities	Description of activities	Performance criteria
<b>professional and methodical competencies</b>	D1. Describe basic attitude	The ability to present one's own role as a counsellor and the accompanying tasks within the relevant approach to counselling in various settings for clients in a differentiated manner is part of the counselling process.	Counsellors with Advanced Federal PET Diploma <ul style="list-style-type: none"> <li>- describe and justify the ways in which they shape their roles, relationships and interventions;</li> <li>- describe their behavior in a situation of an indissoluble role conflict or when the task exceeds their competencies;</li> <li>- describe their basic attitude, role characteristics and tasks in an understandable manner;</li> <li>- describe their development potentialities on the basis of their roles.</li> </ul>
	D2. Clarify roles and tasks in the counselling process		
	D3. Reflect on their own role and develop it further	Counsellors with Advanced Federal PET Diploma are able to reflect on their activities and adapt their role concept and develop it further, as required.	
	D4. Recognize and respect limits	Counsellors with Advanced Federal PET Diploma only deal with such questions and issues that come within the range of their role and capabilities. When questions and issues arise that are beyond their possibilities, they assist clients in finding further meaningful solutions.	
<b>Personal competencies</b>	<b>Personal competencies</b>		
	Se3 Resource management Se4 - Diligence and Discipline Se7 - Reflection with respect to counselling style Se9 - Values/Ethics - Reflection Se10 - Responsibility counsellor	<b>Social competencies</b>	
		So6 Role So7 - Roles of men and women So8 - Men and women's living conditions So10 - multiple perspectivity and gender sensitivity So11 - discriminating structures and ways of behaving	

## E. Approach

Counsellors with Advanced Federal PET Diploma operate according to a differentiated approach to counselling, test and develop it further. They are able to refer to the scientific theories that underlie their approach to counselling.

	Activities	Description of activities	Performance criteria
<b>professional and methodical competencies</b>	E1. Provide a theoretical foundation for their counselling activities	Counsellors with Advanced Federal PET Diploma explain by which conception of man they are guided and according to which theories they operate. They are able to provide a theoretical foundation for their interventions.	Counsellors with Advanced Federal PET Diploma <ul style="list-style-type: none"> <li>- explain with the aid of their own approach to counselling               <ul style="list-style-type: none"> <li>o their personal and professional premises</li> <li>o their concept of man and their basic ethical attitude</li> <li>o their theoretical guiding principles</li> <li>o their general and specific counselling objectives</li> <li>o the organization of the counselling process (approaches and methods)</li> <li>o professional quality assurance;</li> </ul> </li> <li>- formulate the limits of their own counselling activities.</li> </ul>
	E2. Explain the guiding theoretical principles for their activities	The procedures are based on the problems and questions of their clients; they explain by which theories they are guided, which methodical procedures they see and whether they master them themselves.	
	E 3. Formulate an approach to counselling	Counsellors with Advanced Federal PET Diploma formulate an approach to counselling which is based on the aspects mentioned in the performance criteria.	
	E 4. Challenge the approach to counselling and develop it further	Counsellors with Advanced Federal PET Diploma continuously challenge their approach to counselling. They get feedback from their clients and colleagues, take in their findings and educate themselves and their approach to counselling further.	
<b>Personal competencies</b>	<b>Personal competencies</b>		<b>Social competencies</b>
	Se1 - Professional conduct Se4 - Diligence and Discipline Se7 - Counselling style Se9 - Values/Ethics - Reflection Se10 - Responsibility counsellor		

## F Marketing and Administration

Counsellors with Advanced Federal PET Diploma are able to carry out their activities in accordance with the legal regulations, offer their services in the free market place and possess a basic knowledge of marketing issues. They are usually self-employed.

	Activities	Description of activities	Performance criteria
<b>professional and methodical competencies</b>	F1. Coordinate product, price, placement and promotion of the services coherently.	Counsellors with Advanced Federal PET Diploma market their offering, obtain clients and maintain client relations.	Counsellors with Advanced Federal PET Diploma <ul style="list-style-type: none"> <li>- state and observe the legal fundamentals of their activities ( including data protection);</li> <li>- describe how they handle the following administrative tasks:               <ul style="list-style-type: none"> <li>o taking into account effective time for counselling and the time needed for administrative duties (when self-employed also the time for acquisition and marketing)</li> <li>o drawing up and administering counselling protocols in a clearly arranged, relevant and rational manner;</li> <li>o archiving documents as prescribed</li> <li>o drawing up a budget and adhering to it</li> <li>o observing correct book keeping procedures</li> <li>o sending invoices for counselling sessions attentively and in due time</li> <li>o when self-employed, submitting value-added tax (VAT)</li> </ul> </li> </ul> Explain their business plan Define their market segment Describe their marketing measures.
	F2. Publicize an offer of counselling services	Counsellors with Advanced Federal PET Diploma select appropriate measures to publicize their services.	
	F3. Organize counselling sessions (scheduling, documentation of clients)	Counsellors with Advanced Federal PET Diploma observe a time and scheduling plan, keep records, document the counselling sessions and archive relevant documents.	
	F4. Draw up a budget, billing, book keeping	Counsellors with Advanced Federal PET Diploma, draw up a budget, choose an appropriate book keeping system and carry this out attentively.	
<b>Personal competencies</b>	<b>Personal competencies</b>		
	Se4 - Diligence and Discipline Se9 - Values/Ethics - Reflection	<b>Social competencies</b> So9 - gender sensitive language	

## G. Preparation

Counsellors with Advanced Federal PET Diploma are able to prepare themselves for a counselling process in a structured way, taking the specific situation into account. They can clarify the task with a situational analysis, can identify the objective and reach agreement about the cooperation. They are able to prepare themselves adequately and individually for the counselling session. The preparation forms the basis for the quality and the efficiency of the implementation.

	Activities	Description of activities	Performance criteria
<b>professional and methodical competencies</b>	G1. Clarify the initial situation	Counsellors with Advanced Federal PET Diploma clarify issues, general conditions and history with the clients.	Counsellors with Advanced Federal PET Diploma <ul style="list-style-type: none"> <li>- analyze the contexts in which the clients live;</li> <li>- based on the needs of the client, they describe how they prepare themselves for and organize a possible counselling process in a flexible manner and prepare and organize it;</li> <li>- analyze various modes of behavior of the clients and explain how they organize the counselling process accordingly;</li> <li>- analyze the available methods and possible interventions with respect to their effectiveness for dealing with their clients' needs;</li> <li>- see to it that a clear division of tasks and roles between counsellor and client is established and explain this to the clients;</li> <li>- formulate counselling objectives and analyze these with respect to their effectiveness;</li> <li>- organize the counselling relationships and explain how they organize the specific (counselling) relationship with their clients (including fees and appointment arrangements);</li> <li>- formulate clear arrangements and demonstrate how they comply with them;</li> <li>- formulate their available resources in a realistic manner.</li> </ul>
	G2. Formulate the request and objectives	Counsellors with Advanced Federal PET Diploma understand the clients' expectations and point out the possible limits of the counselling process. Together with the client, they establish the overall objectives, clarify possible repercussions on the system (benefits included) and define the information flows.	
	G3. Reach agreement about the cooperation	Counsellors with Advanced Federal PET Diploma establish a written and legally binding contract. In this contract, they define the roles, regulations and the number of counselling sessions. They present the clients with a suitable offer.	
	G4. Prepare counselling sessions	Counsellors with Advanced Federal PET Diploma tune in to persons, issues, systems and cultures. They try out various procedures and choose adequate ones.	
<b>Personal competencies</b>	<b>Personal competencies</b>		
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	Se4 - Diligence and Discipline Se5 - Stress – mental hygiene Se6 - Perseverance / Frustration tolerance Se7 - Counselling style Se9 - Values/Ethics - Reflection Se10 - Responsibility counsellor	So7 - Roles of men and women So8 - Men and women's living conditions So9 - gender sensitive language So10 - multiple perspectivity and gender sensitivity So11 - discriminating structures and ways of behaving	

## H. Execution

Counsellors with Advanced Federal PET Diploma are able to organize the counselling process in a transparent manner. They start the process in an appropriate way considering the specific situation. They apply appropriate methods and organize their interventions so as to reach the objectives formulated by their clients. They conclude the process with an evaluation.

professional and methodical competencies	Activities	Description of activities	Performance criteria
	H1. Start the counselling process	Counsellors with Advanced Federal PET Diploma choose an appropriate way of starting the counselling interview, establish a stable affective context, address the client's questions and establish which aspects of the question will be dealt with for each session. Together with the client they formulate the objectives to be achieved and lay them down in writing.	Counsellors with Advanced Federal PET Diploma <ul style="list-style-type: none"> <li>- describe principles that promote the powers of self-organization (generic principles, synergy)</li> <li>- organize and explain a counselling process in its various phases (transitions included);</li> <li>- structure their clients' question(s) in meaningful units and explain possible priorities;</li> <li>- explain different counselling models and methods;</li> <li>- elaborate, motivate and explain how they work on solutions and measurable and attainable objectives with their clients (how they establish development objectives);</li> <li>- explain how they adapt objectives when needed and in consultation with the clients;</li> <li>- demonstrate how they support and encourage clients with different learning resources (e.g. books, internet).</li> </ul>
	H2. Organize the counselling process	Counsellors with Advanced Federal PET Diploma use procedures that serve their purpose, offer space for reflection and help their clients to use their resources and achieve their objectives. Counsellors with Advanced Federal PET Diploma support their clients in reflecting their issues, in formulating appropriate solutions and in putting into practice the objectives they have formulated. They support their clients in developing concrete courses of action.	
	H3. Conclude the counselling process	Counsellors with Advanced Federal PET Diploma summarize counselling processes and reflect the interviews with respect to the achievement of the objectives. They plan the next steps in the process and, if necessary, establish the next appointment. They ask their clients' feedback and evaluate the counselling interviews.	
Personal competencies	Personal competencies		Social competencies
	Se4 - Diligence and Discipline Se5 - Stress – mental hygiene Se6 - Perseverance / Frustration tolerance Se7 - Counselling style Se9 - Values/Ethics - Reflection Se10 - Responsibility counselor		So7 - Roles of men and women So8 - Men and women's living conditions So9 - gender sensitive language So10 - multiple perspectivity and gender sensitivity So11 - discriminating structures and ways of behaving



## I. Conclusion

Counsellors with Advanced Federal PET Diploma are able to conclude counselling processes within the agreed time frame, to evaluate them with appropriate instruments, to draw conclusions and plan necessary sustainable improvements and to conclude the counselling process.

	Activities	Description of activities	Performance criteria
<b>professional and methodical competencies</b>	I1. Evaluate the process and draw conclusions	Counsellors with Advanced Federal PET Diploma evaluate the counselling processes with appropriate methods and draw conclusions with respect to possible measures for future counselling interviews	Counsellors with Advanced Federal PET Diploma <ul style="list-style-type: none"> <li>- explain and provide reasons for the way in which they keep records of their counselling interviews;</li> <li>- demonstrate how they evaluate counselling processes;</li> <li>- explain legal prescriptions with respect to record keeping that are to be observed;</li> <li>- demonstrate how they keep their counselling records safely whilst observing data protection requirements.</li> </ul>
	I2. Ensure quality	Counsellors with Advanced Federal PET Diploma document and keep records of results, conclusions and agreed measures of their counselling interviews so as to have access to them when needed.	
<b>Personal competencies</b>	<b>Personal competencies</b>		
	<b>Social competencies</b>		
	Se1 - Professional conduct Se4 - Diligence and Discipline Se5 - Stress – mental hygiene Se7 - Counselling style Se9 - Values/Ethics - Reflection Se10 - Responsibility counsellor	So1 - Empathy, sensitivity So3 - confrontation whilst showing appreciation for the client and promoting her/his development So7 - Roles of men and women So10 - multiple perspectivity and gender sensitivity So11 - discriminating structures and ways of behaving	