**EIA** European Individual Accreditation

**Reflective practice pack**

*RECORD-keeping templates*

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**A WORD ABOUT TERMINOLOGY**

**Extract from the EMCC Code of Ethics**

* “The term “coach/mentoring” is used to describe all types of coaching or mentoring that may be taking place, both in the work environment and outside. The EMCC recognise that there will be many types of coach/mentoring taking place...
* The term “client” denotes anyone using the services of a coach/mentor ... It is recognised that there are circumstances where the coach/mentor may have two “clients”, the individual being coached and the organization, who may have commissioned the coach/mentoring ... we have used the term “sponsor” to differentiate the latter.
* The terms “supervision” and “supervisor” describe the process by which the work of the coach/mentor is overseen and advice/guidance sought. The terminology is the same, but the process may differ in significant ways from that undertaken in other professions, such as psychotherapy and counselling.”

**INTRODUCTION**

Welcome to the EMCC Reflective Practice Pack. This pack has been written to support you in keeping records of your reflective practice. The enclosed record-keeping templates can also be found online for ease of modification and completion.

About EMCC

The EMCC exists to promote good practice and the expectation of good practice in coaching and mentoring across Europe. We are a Europe-wide council that consists of representatives from national EMCCs plus direct members in countries where a local EMCC does not yet exist. The EMCC membership is a rich mixture of individual coaches/mentors, coaching organisations, training and education providers, buyers of coaching/mentoring and coach/mentor associations – all of whom share EMCC’s vision to promote good practice in coaching/mentoring.

As part of our drive for raising and promoting quality standards in coaching/mentoring, the EMCC individual accreditation (EIA) process based on our Coach/Mentor competence framework. The EIA process has been based on research and consultation with our members and the wider coaching/mentoring community.

Guiding principles – reflective practice

The EMCC exists to promote good practice and the expectation of good practice in coaching and mentoring across Europe. One key feature of the EIA process is the requirement for evidence of not only a level of professional competence but also current and consistent application to practcie underpinned by professional development through reflection on practice, client feedabck, CPD activities and professional supervision. This approach is consistent with generally accepted good professional development practice (such as Kolb and Schon) and, as such, is congruent with key features of coaching itself.

The templates in this Pack can be adapted to suit your individual preferences and circumstances but, as they stand, are ideal for collecting the kind of evidence of reflective practice that you need to subit an EIA application.

Whether or not you use these for an EIA application, we hope that you find them useful in developing your own practice. Any feedback and suggestions you have to develop these resources would be very welcome.

Terezia Koczka, EMCC UK

Professional Excellence Director

Reflective practice and EIA

The EIA is a Europe-wide recognised award that demonstrates that an individual is practicing as a professional coach/mentor and they have both the appropriate level of knowledge and the ability to apply it effectively in their coaching/mentoring practice.

The EIA sets very high standards and is recognised as a quality coach/mentor accreditation in the marketplace. It raises standards and professionalism in coaching/mentoring by:

* setting high standards in assessment criteria
* measuring ability against an evidence-based competence framework
* using reliable and rigorous assessment processes
* demanding a professional, reflective approach
* and ensuring a commitment to continuing development.

The EIA is relevant for anyone involved in coaching/mentoring, whether it’s just one part of their role or their main function. Applications can be made at a level appropriate to practice - from Foundation level to Master Practitioner. The advantage of this staged, accreditation process is that new coaches/mentors can join early on in their careers and gain accreditation at higher levels as their abilities and experience grow.

Having an EIA award distinguishes professional coach/mentors with sound underpinning knowledge and the ability to demonstrate ability against demanding and rigorous standards. Specifically it:

* provides users/buyers of coaching/mentoring services greater certainty of competence and ability
* raises personal credibility and professional standing of the accredited coach/mentor
* demonstrates that the coach/mentor is continually developing and improving their coaching/mentoring abilities
* raises the credibility and standards of the profession
* is more than a qualification – it recognises that a qualified coach/mentor is also applying and developing these competencies in practice
* and provides a framework for continuing personal and professional development.

It is recognised that achieving the EIA accreditation requires commitment and hard work from applicants, demanding a professional approach, and applicants say that the process of working towards their accreditation is both affirming and developmentally useful.

One-to-one personal support from an advisor who is a trained EIA assessor is also available (see contact details below).

SECTION 1 – CLIENT WORK

The following templates are designed to help you to keep records about your coaching practice sessions with clients. They are formatted in a compatible style to those in the EIA Application to make the transfer of this information as simple as possible when you make an application.

Client contact hours and number of clients

For EIA, you will need to demonstrate at least the minimum number of hours required for the level you are applying for, using the layout in the application form. The log captures information on dates of coaching/mentoring, client initials, organisation type or name, client role, hours coached/mentored and areas worked on. When completing these, and then preparing this information for an application, please consider the following notes:

* sort by client, then date
* client name, initials or an identifying code should be used to identity the client (the EIA process requires that clients could be contacted directly if necessary / sampled as a quality assurance check)
* where you have worked with a client for several hours you may decide to summarise this work on a separate form, documenting this as one entry, showing the “from” and “to” dates in the date column rather than submitting entries of every session separately
* the number of required hours for an EIA application should be one-to-one coaching/mentoring activity rather than group facilitation/training or role-played coaching/mentoring sessions on a training event (1-2-1 sessions which follow a training event are admissible)
* but you may wish to keep a separate record of other coaching/mentoring activities you are involved in, in additional to your hours (for example, group coaching/mentoring, coaching/mentoring within part of a training programme) and please show this separately from the client contact form.

Learning Log - learning and application from reflecting on your client work

For EIA, you will need to provide evidence of at least five reflections/learning over the preceding 12 months – so keeping regular Learning Log notes in this format would give you examples from which to choose (and it is good practice in preparation for supervision).

This log should demonstrate how you reflect on your work with clients: what have been some of the key issues that have arisen; what have you reflected upon and what sense have you made of that and how is that now applied to your practice?

For an EIA application, each learning point will need to be clearly linked to a to the relevant section (and chosen level) of the Competence Framework and the Capability Indicators (CIs) (see the EIA - Guide to Applying for examples).

**Client feedback**

We believe it is good practice to reflect on client feedback and then apply your learning to your practice and indeed the EIA application asks you to show how you have reflected on and applied the client feedback you have received. The ‘client feedback – reflection and application’ log will help you to capture this.

For an EIA application, you need to provide a minimum of five examples of client feedback from client coaching/mentoring work completed within the preceding 12 months.

These should be written on the clients’ headed paper or originate from their e-mail address. They must include the following four areas:

* the duration/dates of the coaching/mentoring
* client initials, role/title, organisation
* specific benefit to the client (and organisation if applicable)
* and feedback on the effectiveness of your coaching/mentoring skills.

The recorded feedback should be from the person you coached/mentored rather than the organisation / line manager. However, you may wish to keep a record of additional testimonials from other key stakeholders (such as a clients line managers or HR department). Whilst this is not a requirement for EIA, it may provide you with useful insights and can be used to support an EIA application by adding depth to the picture you present.

**Client profiles information sheet (one sheet per client)**

| Start Date / contracting / finish date (if appropriate) | Client identifier / initials | Client Organisation Type/name | Client role | contracted Focus of coaching work | other notes / linked document references |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |

| Start Date / contracting / finish date (if appropriate) | Client identifier / initials | Client Organisation Type/name | Client role | contracted Focus of coaching work | other notes / linked document references |
| --- | --- | --- | --- | --- | --- |
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| Start Date / contracting / finish date (if appropriate) | Client identifier / initials | Client Organisation Type/name | Client role | contracted Focus of coaching work | other notes / linked document references |
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Use further sheets as necessary

**Total client hours summary sheet for the period (dates):**

|  | **Date** | **Client** | **Client Organisation Type/name** | **Client role** | **Hours** | **Areas worked on with linked document reference if relevant** |
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Use further sheets as necessary

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| --- | --- |
| Subtotal / Total Hours | 414 |

**Learning Log - learning and application from reflecting on client work**

| session Date | Client name / identifier | Reflection on learning | Application to practice  with linked document reference if relevant | Competence and CI |
| --- | --- | --- | --- | --- |
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**Client Feedback – reflection and application**

| Date feedback sought / provided | Client name / identifier | summary of feedback & Reflection on learning | Application to practice  with linked document reference if relevant | Competence and CI |
| --- | --- | --- | --- | --- |
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SECTION 2 - PROFESSIONAL DEVELOPMENT

**Continuous Professional Development – learning and application from planned development activity**

This log should demonstrate how you have planned and managed your professional development. You should be able to show your reflections on learning from planned development activity and how you have then applied them to your practice. In an application you would then link these to the relevant sections of the Competence Framework and Capability Indicators.

For EIA you need to provide evidence for the preceding 12 months, of at least the minimum number of CPD hours required for the level for which you are applying.

Ideally, this will include reference to a range of learning methods such as conferences, seminars, workshops, reading and presentations. Tangible evidence of attendance and participation such as certificates of attendance is useful to keep.

**Coach/Mentor Supervision – learning and application from structured supervision sessions**

This log should include the issues you have taken to any supervision sessions, the learning that has come from your reflections and how you have applied this to your practice. As before, for the EIA you need to highlight which specific section of the Competence Framework this learning relates to as well as describing what type of supervision it was (such as one-to-one, group and/or peer, all of which are currently acceptable for EIA purposes but check the current policy before applying).

For the EIA, you need to provide evidence of at least the minimum number of coach/mentor supervision hours for the preceding 12 months required for the level for which you are applying (see the Application Guide for details).

Your Supervisors should be suitably qualified and/or experienced (a description of your supervisors’ qualifications and/or experience is required for EIA).

It is useful to keep separate records for each supervisor if you have more than one because, for EIA, each supervisor should sign a relevant log (so) as a true reflection of your sessions.

**Continuing Professional Development Log - learning and application from planned development activity**

| Date | Hours | Event/Activity | Reflection on learning | Application to practice  with linked document reference if relevant | Competence  and CI |
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Use further sheets as necessary

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| Subtotal / Total Hours |  |

**Coach Supervision Log - reflection and application of coach supervision**

(Use separate sheets for each supervisor if more than one)

| Date | Hours | Type | Reflection on learning | Application to practice  with linked document reference if relevant | Competence and CI |
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Use further sheets as necessary

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| --- | --- |
| Sub/Total Supervision Hours |  |

**FURTHER INFORMATION**

Contacting EMCC

If you would like to make any suggestions about the development of these resources or would like any further information about making an EIA application, please contact:

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Downloadable material:

Guideline on supervision

<http://www.emccouncil.org/src/ultimo/models/Download/7.pdf>