

Basic Course Confidential Counselor

FOUR DAYS

The 'Arbeidsomstandighedenwet' ('Working Conditions Act') obliges organisations to implement a policy to prevent or limit psychosocial workload as much as possible and to protect employees against (the consequences of) discrimination, sexual harassment, bullying, aggression and work pressure.

In addition, pursuant to the 'Wet Bescherming klokkenluiders' ('Whistleblower Protection Act'), in most cases the employer must have a mechanism in place for reporting wrongdoing, such as fraud, abuses in healthcare and conflicts of interest. One requirement is that employees are able to discuss abuses they have observed confidentially.

What does the confidential counselor do, what are the authorities, what is arranged by law, who can call on the confidential counselor?

You will find an answer to these questions, and many more, during the basic course. You will be introduced to both the theoretical and practical aspects. The teachers have lots of up-to-date experience. During the training, attention is paid to current social discussion about desirable and undesirable behaviour within labour organisations.

THE PROGRAM

TRANSFER

You will get:

- Thorough knowledge of the several manifestations of undesirable behaviour and its demarcation, in theory and practice
- In-depth knowledge of the concept of integrity and the various forms of integrity violations
- In-depth knowledge of legal and formal aspects of the work as confidential counselor
- Insight into the method of 'moral judgment'
- Understanding the topic of 'diversity' and its implications for the work as a confidential counselor
- Knowledge and insight into complaint procedures, formal and informal processes, and their impact
- Insight into truly effective policies with regard to undesirable behaviour and integrity
- Position of the confidential counselor in the organisation

DEVELOPING SELF-INSIGHT, ATTITUDE AND SKILLS

- Practicing real confidential conversations
- Communication skills (active listening, speaking convincingly)
- Presentation techniques
- Handling complaints and confidentiality
- Practicing the advisory role

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RESULT

After completing the basic course:

You have the necessary knowledge and skills to work as a professional confidential counselor in daily practice. You are aware of the position, role, tasks and pitfalls of the confidential advisor.

You are aware of the relevant laws and regulations and jurisprudence.

You will be able to determine your role as a confidential counsellor and to distinguish between undesirable behaviour, cooperation problems, employment law issues and integrity issues.

You are able to provide professional advice to the highest management of the organization, whether solicited or unsolicited. You can provide a catchy presentation for employees.

Employees can come to you for sound and practical advice on undesirable behaviour and integrity issues. You have the skills to enter into these conversations.

You will be able to provide the right support to reporters and you will know the tasks, responsibilities and the position and legal frameworks of the confidential counselor.

APPROVAL OF THE DUTCH NATIONAL ASSOCIATION OF CONFIDENTIAL COUNSELORS (LVV)



ASSESSMENT, REGISTRATION AS A REGISTERED CONFIDENTIAL COUNSELOR

Our basic course is accredited by the National Association of Confidential Counselors (LVV). When you have completed the four-day course, you can subscribe for the central assessment at one of the locations of the 'Examenadviesburo'. After successfully completing the written exam and the assessment, you can register as a registered confidential advisor. The costs of the exam, the assessment, the membership of the LVV and the registration are not included in the fee for the course.

The requirements you must meet to successfully pass the central exam can be found [here](#).

PERMANENT EDUCATION AND INTERVISION

For the maintenance of your registration, it is necessary to maintain your competence as a confidential counselor. The LVV imposes the following conditions on this:

-  Intersession
-  Further training

CRKBO CERTIFIED

De Vertrouwenspersoon is a 'CRKBO' registered institution, a recognized institution within the meaning of the VAT legislation. In doing so, we comply with the Quality Code for Training Institutions for Short Vocational Education. Our training courses are therefore not subject to VAT.

[CRKBO quality audit \(link to PDF\)](#)

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WHO IS THE TRAINING FOR

You have at least an educational or thinking level at HBO ('Higher Education') level.

You may already have other relevant knowledge and experience. This will be discussed with you via an intake by telephone.

STUDYLOAD

Eight half-days, a total of 28 contact hours physically on location. Additionally, a total of 16 hours: preparation, assignments and reflection report. Total study load 44 hours.

TESTIMONY OF PARTICIPATION

During the training, your knowledge, competences, qualities and basic professional attitude will be trained and monitored. You will receive feedback, so that you are optimally prepared for the central exam and assessment. You can register for this with the Testimony of participation provided by us.

PERMANENT GUIDANCE, ASSESSMENT DURING THE TEST

During the training, the trainer monitors individual aspects and skills of the participants:

Content knowledge and skills

- 🕒 Knowledge
- 🕒 Skills
- 🕒 Basic attitude
- 🕒 The three basic competences
- 🕒 Conversational skills
- 🕒 Communication Skills
- 🕒 Empathy
- 🕒 Involvement
- 🕒 Integrity
- 🕒 Analytical skills
- 🕒 Organizational awareness
- 🕒 Initiative
- 🕒 Self-confidence
- 🕒 Cooperation
- 🕒 Vision and persuasiveness

As mentioned, the final test is central and is not administered by us, but we will assess you on the following components:

- 🕒 Your Reflection Reports after day '1' and day '2'
- 🕒 Your presentation, in which you present the work of the confidential counselor in a catchy way
- 🕒 Your performance during the practical assignments (role playing)

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If you do not score sufficiently on these points, we will offer you one resit. If desired, this can be provided by a second assessor. This is a teacher who is not affiliated with the course you are following. Of course, we will let you know in advance if we foresee that your score on the points mentioned will not be sufficient.

NUMBER OF PARTICIPANTS

Minimum 8, maximum 12. In case of too few participants, the training may be cancelled. You will be informed of this at least 2 weeks in advance.

WHEN AND WHERE

The training calendar can be found on our website.

Our training courses are also given in-company.

Location.

We have a choice of several locations. Depending on the number of participants, the exact training location will be determined. Of course this will always be in the city mentioned in the description of the course.

Cancellation.

For cancellation, our [general terms and conditions](#) and the [additional delivery conditions for training apply](#).

COSTS

€ 1,475

including materials, coffee and tea, accommodation. VAT-free, so no additional costs!

PAYMENT TERMS

You will receive an invoice prior to or during the course of the training. The payment term is 14 days.

YOUR TRAINERS

The trainers are highly experienced (external) confidential counsellors, who deal with practical cases on a daily basis. In addition, they have extensive experience as trainers/teachers.

Freek Walther is responsible for the programme.

TO REGISTER

You can register for our training courses via an [online registration form](#) on the website. In the unlikely event that this does not work, please contact us on info@devertrouwenspersoon.nl or **088 – 111 99 00**.

SAFE LEARNING ENVIRONMENT

If you don't feel comfortable, you will not learn anything. You can count on us to do everything we can to create a safe learning environment. Your comments on this are welcomed by us, during the training days or beyond. If you find that difficult, we also have an external, independent confidential counselor. This is Heleen van Bruggen, who can be reached via the number 06-22544046.

Further details

For a further description and daily schedule of the program, or with other questions, please call or email us. We are happy to help you.