

# EATA Newsletter

N°116 June 2016



## *Editorial*

Dear all,

This is the last time I am enjoying the experience of writing and thinking about „EATA“. I have been involved in the Newsletter for many years: as part of the editorial board, and then as Editor myself... and I will, as reader...

I always considered the EATA Newsletter Editor as a role which provided an experience of belonging, mutual acknowledgement, curiosity, exchange, learning, support within a frame of values that we all know and share.

I wished for an active and proactive Newsletter that allowed us to experience the connection with our community.

I always read any contribution with deep respect and gratitude.

And now I wish all the best to the new Newsletter Editor. I am really happy to introduce you: Kristina Brajovic Carr.

A huge WELCOME to her!

Enjoy this issue and enjoy the next ones.

Thank you to all my companions of this journey.

GRAZIE

***Rosanna Giacometto***

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## *Ethics by Robin Hobbes*

### *Making Ethical Sense Part 1*

I am going to write a series of brief articles on how we make sense of the world ethically. In this one I am going to say a few things about the word "ethical". A useful way to open up the meaning of words is to look at their use. Wittgenstein, a great philosopher from Germany who lived and worked in the UK wrote that the meaning of a word is found in its use. I very much use this approach of Wittgenstein's to understand language. Let's look at some of the uses of "ethical".

The word "ethical" is most often used in two ways. One is to assert whether someone is doing something good or bad. The other use has much less certainty embedded in it. I'll return to this second usage later on. In the first usage we say things like "That is not ethical" or "Do you think when Robin did that he was not being ethical?" This arises when we have either heard of or witnessed an action that doesn't seem right. We are applying some sort of a rule book against the action. A common area for this sort of use of the "ethical" in our TA world revolves around confidentiality.

Recently in the UK there has been a high level of political, legal and media activity on "historical" sexual abuse – cases where many years ago an adult or adults abused children and only, much later, have the victims of the abuse come forward to pursue justice. I recently received a request from the police to release my clinical records on a piece of therapeutic work I did many years ago (over 25 years ago). My former client was being investigated for a number of very serious sexual abuse offences and had told the police they had had therapy with me at the time that some of the offences were being alleged. The police formally requested any records I had of our meetings. My immediate response was to not release any records as I considered it unethical as I was bound by a duty of confidentiality. Here I am using "ethical" to mean the following of a rule or code. As I read the information the police sent me I saw that they had included a piece of paper in which my former client had waived their right to confidentiality and said they were in favour of me making available any information I had. This released me from the rule so I considered it "ethical" to release the information.

Often in these rule or code based systems there is a complexity in which an action both conforms with the code and goes against another aspect of the code. In this case, for example, it could have been that the client was revealing abusive, illegal and harmful acts undertaken by them while in therapy with me. If this was the case I would have to choose between at least two aspects of my moral code – do no harm and maintain confidentiality. It might seem right to me to protect others from the harm my client talks of doing by not keeping to confidentiality and hoping to protect other people by, say alerting the police. However this may harm my client so I have to decide, in a way, who is it right to harm.

The second usage of the word "ethical" gets closer to this sort of complexity. In the first usage there is a code of practice that lies behind, is influencing, the enquiry as to whether a particular behaviour is ethical or not. What determines "ethical" is the following of, albeit with nuance, codes of behaviour we have agreed to by being Transactional Analysts. In the second usage a much broader structure for understanding the ethical is present.

What is it that uniquely matters to someone? From this stance enquiry into the ethi-

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### *Mailing address*

EATA,  
c/o M. Rauter  
Silvanerweg 8  
78464 Konstanz,  
Germany  
Fon: +49-7531-95270  
Fax: +49-7531-95271  
E-mail: EATA@gmx.com  
<http://www.eatanews.org>

### *Editorial Board*

Rosanna Giacometto  
[eata.editor@gmail.com](mailto:eata.editor@gmail.com)

### *Translation*

French: Armelle Brunot  
German: Bea Schild  
Italian: Cristina Caizzi  
Russian: Olga Tuchova,  
Lilit Sargsyan  
Spanish: Carlos Ramirez

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cal involves an interest in what values are informing the person in the taking of action. Human beings are always taking decisions, deciding on what to do and what not to do. In some philosophical writings this is identified as a basic caring structure in which we are constantly taking a stand on our existence – evaluating and choosing. In this usage “ethical” means the aspect of decision and action that is value based. If we use the word “ethical” in this sense we wouldn’t be asking as to whether something is ethical or not because every action has an ethical dimension. We would be interested in that dimension that always underlie the actions that people take – the ethical.

To return to my earlier example if the client had spoken of sexually abusing people I am sure I would have taken some action to protect the abused. This could well have harmed my client – an arrest, loss of job, family relations severely effected and so on. My client and a number of others could have been harmed by my action but also I would have protected vulnerable people and in my personal ethics this has a higher valued than the doing of no harm towards my client and the maintenance of confidentiality. My values .. that that matters to me .. explains the action I might have taken.

A usual procedure in the Transactional Analysis world if it comes to our notice that someone has done something that makes you question their ethics is to talk to the person. Our general practice is to start a dialogue in order to investigate the allegation and decide what course of action you as the hearer of the action might make. Sometimes this called confrontation. If you view the conversation as a confrontation then it places you in the first usage of “ethics”. You have evidence that a rule has or may have been broken. This is viewed as “bad” and you speak to the person concerned. If you take a view that you have heard that someone has done something you would consider “not good” you would want to talk to the person to ascertain if the action was taken and if so what was the ethics behind the action. This would not be best described as confrontation but more accurately as dialogue.

In the next part in this series I will look at some of the philosophical thinking that informs us in arriving at answers on ethical evaluation – how do we decide what is good and bad.

***Robin Hobbes EATA Ethics Advisor***

## News from PTSC

PTSC want to inform you about the news regarding training and certification coming from the PTSC/COC meetings in Lyon March 2015, in Rome July 2015, in Manchester March 2016 and coming from the TA-WCS, in Sydney August 2015.

The news which concern changes in the Handbook are already included in the Handbook with the date March or April 2016. When there is no change the date stays in July 2014. PTSC has chosen to update the digital Handbook as we make changes. You will always be informed of these changes by the Telegram and the Newsletter.

Members of PTSC: Elyane Alleysson (Chair of PTSC), Eva Sylvie Rossi (Chair of PTSC elect) Sue Eusden (Chair of COC), Christine Chevalier (Chair of COC elect), Eva Acs (Hungary), Andreas Becker (Germany), Maya Bentele (Switzerland), Dominique Gérard (Belgium), Mara Scoliere (Italy), Elena Soboleva (Russia)

Members of COC: Sue Eusden (Chair of COC), Christine Chevalier (Chair of COC elect) Elyane Alleysson (Chair of PTSC), Evelyne Papaux (Supervising Examiner), Armelle Brunot (France), Jacqueline van Gent (Netherlands), Cathy Mc Quaid (UK), Barbara Repinc Zupanic (Slovenia), Lynda Tongue (UK),

### NEW PTSC CHAIR ELECT

Following the invitation to apply for a new PTSC chair, PTSC has chosen the next Chair of PTSC. Eva Sylvie Rossi has been appointed as Chair of PTSC elect. Welcome to Sylvie.

Elyane Alleysson will end her work as Chair of PTSC in Berlin July 2017 and she shadows Sylvie from now on until July 2017.

### TRAINING ENDORSEMENT WORKSHOP – TEW

a. Bursary for the TEW: as the TEW is always in English, PTSC propose a bursary of 150 € for those who need to translate their TPO or to have a translator during the TEW. The participants receive the form to ask for translation when they register for the TEW.

b. Time frame for cancellation: when cancellation is more than 6 months before the date of the venue of

TEW where the person has registered, the fees paid are reimbursed. Within these 6 months the fees are not reimbursed.

c. Sabine Klinkenberg is reappointed in her role as TEW Coordinator. We thank her for the good work she is doing and for her availability by organising 3 TEWs per year and 4 TEWs in 2016.

### MARKING CTA WRITTEN EXAM

a. PTSTAs have to mark at least one CTA Written exam before going to the TSTA or the CTA-Trainer examination.

The application of this rule starts for all CTA-Trainer/TSTA contracts signed from 2011 on.

b. For all CTAs and PTSTAs: The first CTA written exam you mark has to be supervised by an experienced TSTA or CTA Trainer in the field. It is your responsibility to find this experienced supervisor. This recommendation will be introduced in the contract between Language Coordinator and markers. The principle is to support you in your first marking and to ensure protection for the candidate and the exam system.

This rule is immediately applicable.

### RECORDING TAPE FOR THE ORAL EXAM IN ORGANISATIONAL FIELD:

If it is not possible for a candidate to record tapes for her/his oral CTA exam, the candidate has to send a request to PTSC for an exception to explain how she/he will show her/his competence in the oral exam without three tapes.

### CHANGES IN THE HANDBOOK:

Form 12.11.5: PTSC wanted to ensure consistency between the point 11.12.3 (Section 11) and the Form 12.11.5. We have deleted in this Form the sentence "Names of two CTA candidates whom the current TSTA candidate has supervised at least 40 hours" and replace it with "Names of two supervisors whom the current TSTA candidate has supervised at least 40 hours".

Form 12.6.2: we have deleted the point 11 which was asking people to choose the kind of exam they wanted to take in signing their contract. People need

to be free to choose their exam when they are ready.

Limitation of the PTSTA Exceptions: Section 6, point 6.9.7, the limit of 3 exceptions will be extended to PTSTA contract. The sentence in the Handbook is now: "Normally there is a limit of three exceptions to be held simultaneously for all training contracts in a given field".

Section 11, Point 11.7.1:

a. The sentence "completed with TEW evaluation" has been deleted to take into account the developmental work of the candidates.

b. "PTSTA contract" has been replaced by "CTA Trainer/TSTA contract".

Section 7, point 7.3.1

We bring a clarification about the deadline for registration for the Oral examination. The new deadline is as follow:

a. "Your Language Coordinator has to receive your registration (Form 12.7.3) at least two months (date to date) prior to the date of your oral examination (i.e. if exam is on 10th of the month then this form must be received by LC 10th, at least 2 months prior)".

Attention, please! If forms are incomplete the Language Coordinator reserves the right to not accept the application for the venue indicated.

Section 7, point 7.3.2

2 months before date to date: the Language Coordinator has received your:

- Application Form for the Oral examination and Principal Supervisor's,
- Endorsement (New April 2016).

The Forms: 12.7.2, 12.7.3, 12.7.4, 12.7.6 and 12.7.8 have underwent tiny changes. Please consult the Handbook to have the last version. (New April 2016).

### **TASK FORCE IMPLEMENTED BY PTSC**

In Telegram 33 we inform that PTSC had implemented a Task Force which aim to create a new possibility for CTA-Trainers to get a certification to train and supervise P/TSTAs.

The current members of this Task Force are: Resi Tosi, Christine Chevalier, Gilles Barrow and Elena Soboleva.

### **PLAGIARISM**

Following a suggestion from DGTA, COC and PTSC created a new form. The candidates will have to send

this form with their written exam. It will be the Form 12.7.15. CTA candidates will have to fulfil this form and send it with their written examination to their Language Coordinator.

Below is the text that has to be signed:

"I declare that I have developed and written the enclosed TA Written Exam completely by myself, and I have not used sources or means without declaration in the text. Any thoughts from others or literal quotations are clearly marked. The TA Written Exam was not used in the same or in a similar version to achieve an academic grading or is being published elsewhere. The digital version equals the written completion".

### **FINANCIAL SUPPORT FOR THE TRANSLATION OF THE HANDBOOK:**

Several Associations asked to have the new changes to update their own translation of the Handbook. As it is a service for the whole language community, PTSC is in favour to give the Associations financial support for this updating. To keep these translations available for people of a same language PTSC ask the associations to put their Translation on the website.

We already have the pleasure to announce you that the Associations of the following countries are engaged in the translation of the Handbook and in the publication of it on the website.

The countries are: Bosnia and Herzegovina, Bulgaria, France, Germany, Hungary, Serbia, Slovenia and Spain.

### **NEWS FROM EAP:**

a. Marina Banic has been appointed by EATA as an EAP expert who visit institutes in order to get EAPTI status.

b. EAP conditions for Personal work to get the ECP:

"The training requirements for ECP foreseen that 250 hours of self-experience must be done within the minimum of 4 years. Thus this mean that 250 hours can be obtained in the longer period than 4 years but not in the shorter period than 4 years. However the self-experience needs to be done as continuous process without long interruptions. Thus, if a trainee attends one individual session per week the minimum hours of experience will be obtained within the period or 5 years. The self-experience of course may be longer than 5 years in which case it is logical that the number of hours will be bigger than minimum of 250 hours".

## NEWS FROM TAWCS (Transactional Analysis World Council of Standards)

- The constitution has been signed in San Francisco by the three associations: ITAA, FTAA and EATA.
- News from TAWCS following meeting in Sydney August 2015:

In Sydney two main points were raised:

The first one: the participation of FTAA to the TAWCS. To have delegates in the TAWCS an association need to have a training and exams body (Like PTSC in EATA). Currently FTAA hasn't such a body. This point was raised by a delegate from FTAA. The decision that was made was to suspend the participation of FTAA until they have this body.

The second point is about the mutual recognition of the CTA Trainer status asked by the delegates from EATA. The dialogue about the CTA Trainer and its status has been part of the TAWCS discussion every year. EATA have been seeking mutual recognition for it with ITAA and FTAA. Bringing it in line with the certification system in EATA (see Telegram 33) has raised questions for ITAA and FTAA. They expressed concerns about whether the format gave sufficient guarantees for the high level of the certification. To be involved in the reflection about the CTA Trainer status, ITAA asked EATA to suspend the CTA Trainer program and asked the co-chairs of the TAWCS (Thorsten Geck and Elyane Alleysson) to implement a Working Group to work together about this status for a mutual recognition.

Back to Europe the chair of PTSC asked PTSC Committee to take a decision about the request from ITAA. PTSC said NO: no suspension of the CTA Trainer Program.

The recognition of the CTA Trainer will be again in the agenda of the TAWCS meeting in Geneva, July 2016.

## NEWS FROM COC

- Peter Rudolph served on COC until March 2016. We wish to thank him for his work and contributions.
- Christine Chevalier will take over as Chair COC in Geneva (July 2016).
- Sabine Klingenberg will continue in post as CTA Trainer Coordinator until December 2019.
- There have been many improvements to the forms for the exam process that the Language Coordinators, COC and PTSC have worked on collaboratively.

## 1. WRITTEN EXAMS

Written CTA exam workshop:

Evelyne Papaux ran a successful workshop in Rome and will do the same again in Geneva July 2016. This will be free of charge to participants.

Change to the Appeal procedure:

The candidate appealing will now receive the written decision of the Appeal Panel from the Supervising Examiner (not the Appeal Panel Chair).

## 2. ORAL EXAMS

For Candidates:

Payment for Oral Exam

When submitting an application to go to Oral exam the priority will be given to candidates based on the date they have paid for their exam.

Candidate's Log Book

Please ensure that if a candidate has had more than one EATA Training Contract that ALL contracts are included in the log book presented at examination.

**For Examiners:**

Attendance at the Examiners' Briefing Meeting

Each exam briefing involves a unique set of circumstances and a unique learning community coming together for the shared purpose of examining candidates. Experienced examiners sometimes do not attend these meetings because they believe they have "heard it all before". Whilst we account for this experience, COC also believes that these examiners' experience is valuable to the community forming to make each particular set of exams. It is part of a commitment to learn together and build collaborative working relationships that support the good practice of examining with colleagues. All examiners must attend these meetings to be involved in the exams. If for some reason an examiner is not able to attend their involvement in the exams is at the discretion of the local Exam Supervisor.

## 3. ROLE OF OBSERVER IN EXAMS:

Part of the development of the exams has included the role of Observer inside the exams. Ideally each exam board will have an Observer who will feedback back to the board after the exam is over. This is a service for the exams as it is crucial in supporting the learning for examiners. It invites their reflection and engagement in peer discussion. The feedback from all exam sites is that this role has been of immense value. As such it is an invaluable role in service to the

exams and is therefore included in the “count” for the number of times examined. This is a question asked for certification towards CTA Trainer and TSTA. It is also part of the TSTA role to stay updated with signing contracts. COC believe that taking on this role is valid examining experience.

#### 4. EXAMINER FEEDBACK FORM:

This will be introduced and piloted to exam sites in order to include Examiner feedback. We collate feedback from candidates, Observers/Moderators and Exam Supervisors. We want to include Examiners in this too.

#### 5. CTA TRAINER EXAM:

- The CTA Trainer certification in Geneva will run alongside the CTA and TSTA exams. This is the first time we have organised all the certifications together. One aim is that all candidates should be able to celebrate together!
- TSTA/CTATs involvement in these exams will also count towards their professional involvement in exams.
- Bursaries are available from COC for translation support for the CTA Trainer exam. The same criteria as the TEW apply. Contact Cathy McQuaid for further information.

#### 6. SPECIAL PROJECTS:

COC are engaged in a number of special projects which will either be written about in the Newsletter/ Telegrams or feed into the work to improve the exam system overall.

In short these are:

1. Collaboration around the Front Sheet for the Oral CTA exam
2. Primary Supervisors “marking” of CTA written exam
3. Improving Budgets for Oral Exam sites
4. Incorporating 360 feedback from each exam site to maximise learning (from Observer/Moderator, examiners, candidates and exam supervisors)
5. Electronic Submission of written exams
6. Investigating issues of client consent re case studies.
7. Research projects

Elyane Alleysson, Chair of PTSC

[e.alleysson@orange.fr](mailto:e.alleysson@orange.fr)

## News from COC

### Data Protection At Work – What Care Should We Take?

We are living in a world where important personal data are used daily on different occasions, even simply paying for something in the store, your name, address and bank account is "available" for handling – many times in an ok way, but unfortunately sometimes also not.

Already back in January 2012 the European Commission proposed a comprehensive reform of data protection rules in the EU. Its Directive entered into force on 5 May this year and EU Member States have to transpose it into their national law by 6 May 2018.

According to EU Commission (more on: <http://ec.europa.eu/justice/data-protection/>) Personal data is defined as "...any data relating to an individual, irrespective of the form in which it is expressed. An individual is an identified or identifiable natural person to whom personal data relates; an identifiable natural person is one who can be identified, directly (name and surname, photo, tape, video) or indirectly, in particular by reference to an identification number (Unique citizen identification number, tax number, social security number, telephone number, vehicle registration number) or to one or more factors specific to his physical, physiological, mental, economic, cultural or social identity (such as employment status, address, position in a particular subject, etc.)."

So, we can see that also TA practitioners, are in touch with different kinds of personal data every day - no matter if we are psychotherapists, counsellors, educators, students, teachers or if we work in organisational setting .

Besides, the EATA Ethical Code states that Security is one of the fundamental values that human being needs « to be able to explore and grow ». Protection of personal data contributes to the creation of a reassuring environment in which the client can express him/herself freely.

What do we do with this data and how do we deal with protection? According to the EU Commission « processing of personal data » means : "any operation or set of operations performed in connection with personal data that are subject to automated processing or which in manual processing are part of a filing system or which are intended for inclusion in a filing system, such as in particular collection, acquisition, recording, organization, storage, adaptation or alteration, retrieval,

consultation, use, disclosure by transmission, communication, dissemination or otherwise making available, alignment or connecting, blocking, anonymizing, erasure or destruction; processing may be performed manually or by using automated technology (means of processing). Personal data may only be processed if the processing of personal data and the personal data being processed are provided by statute, or if the personal consent of the individual has been given for the processing of certain personal data. The purpose of processing must also be provided by statute, or in the case of the personal consent of the individual, the individual has to be notified in advance as to the purpose of processing."

COC members have expressed a wish to know a little more about EATA members awareness on this important topic. We asked our delegates how TA practitioners are dealing with data protection in their countries and we have received answers from 15 delegates. Those responses gave more information about how TA practitioners work in psychotherapeutic and counselling settings, but we can apply this data also to some areas of educational and organizational fields.

We have found out that legal regulation is very different among EATA countries. Switzerland, Slovenia, Sweden, Czech Republic, UK, Hungary and Belgium have adopted national law, regulating client's data protection. Ukraine, Romania, Netherlands, Bosnia and Herzegovina, Armenia and Bulgaria do not seem to have such national law.

When processing personal data for educational and research purposes (when using them for CTA exam in case study or at the oral exam as records) TA practitioners use different practices of informing clients that they will process their data: some of them have to inform clients about their acts and get their written consent, because national law requires that, sometimes consent is oral. In several countries such consent only depends on the practitioner, in others the context is important as well (e.g. different organisations, educational establishments often have their own rules; there are requirements about children (e.g. not to show photos of children on a website without written permission from parents, even when taken at an award ceremony,...) some members often have written contracts with organisations when they provide coaching to employees, to confirm that they will not share infor-



mation with the organisation about the content and process of sessions (except to report non-attendance if necessary).

Some delegates also wrote about how their teachers and supervisors are responding to the well being of student's clients according to EATA Ethical code if there is no national law – they talk with students about how to protect clients' data in written CTA exams and at the oral exam (use of different name, profession, they change some data about family, age...). Some students get oral consent from their clients, others written one.

After getting information about data protection and client consents in different EATA countries, we can be happy that many TA practitioners are aware of the

importance of data protection in our work – it contributes to a secure base in the working relationship. We would appeal to all national associations to talk with their members about this issue. You can also use some of examples of Written contracts and Client consensus, that were reviewed by Robin Hobbes and are published on EATA web page, under Ethics file.

At the same time we would like to thank all delegates, helping us to understand their national policy related to data protection.

For COC

***Armelle Brunot, Barbara Repinc Zupančič***

## EATA Language Coordinators' meeting

EATA is delivering certificates that are recognised worldwide, through the Commission of Certification, (COC) whose mission is to ensure that the exam standards are upheld all over Europe.



*Language Coordinator's Meeting In Manchester March 2016 - Thorsten Geck (German LC); Gemma Mason (English LC); Ulf Hedqvist (Scandinavian LC); Christine Chevalier (Chair-elect COC); Sylvie Nay-Bernard (French LC); Sue Eusden (Chair COC); Evelyne Papaux (Supervising Examiner); Nevenka Miljkovic (Croatian/Slovakian LC); Jesus Cuadra (Spanish LC); Marian Timmermans (Netherlands LC).*

The CTA exam is a two steps process, with a written exam and then an oral exam. Although EATA's official language is English, our community honour the linguistic differences of our members by translating the Handbook and enabling most CTA candidates to write their written exams in their own language. To enable this process to happen COC has Language Coordinators to be the local representative of EATA, the contact persons for the CTA candidates all through the process prior to the oral exam itself: this task requires organisation, rigour and humility and is paramount to our actual system. So far there are 8 language coordinators : German, Scandinavian, French, Croatian / Serbian, Spanish, Dutch, English, Italian. In addition, there is a language Coordinator called « Multiple Languages » who is the contact person for those who are writing their exam in English but for whom English is not their first language and also people who write their exam in their first language for which there is not already an identified Language Coordinator.

Each Language coordinator lives and works in a different country and in a different language. We need to pay attention to keeping a connection between us. Therefore the language coordinators meet once a year in order to share experiences, both difficult and enriching, learn from each other and develop new projects, with the view to promoting good service to the community.

The aims of our last meeting were:

- building an imago of our group (with a new Supervising Examiner)
- reinforcing our working as a group
- co- reflecting on our practice
- learning from each other with the overall goal of promoting the quality of our TA exam process.

COC is presently developing projects such as comparing the rating between principal supervisors and examiners and marking written exams electronically. In order to get the data and as well to define the same procedure all over Europe, Language Coordinators are part of an overall process and are to be "one small wheel enabling the bigger wheel" to move and turn. Behind these roles, there are people willing to give time, energy and skills to our community in order to provide efficiency and good quality to our exam system. To give you a rough idea of this amount of work, in 2015, 111 written exams have been received, sent, marked, commented, etc. and special exams are not even included in this number.

I will take this opportunity to thank each and all language coordinator for their work and the good team spirit I experienced in Manchester last March, I look forward continuing our journey together.

***Evelyne Papaux, EATA supervising examiner***

## Report from Chair of COC - May 2016

Dear All,

I have several things to report back to you and a short personal statement to close.

### 1. Certifications

An overview of the certification process from Rome (July 2015) to March (2016) shows that in those 9 months COC has organised 9 exam sites leading to the certification of 149 CTAs, 6 CTA Trainers and 19 TSTAs.

In order for these to happen many people have been involved and I want to take this opportunity to appreciate all the National Associations and Institutes involved, the exam staff and hundreds of examiners who have shown up to engage in the complex, and exciting task of examining and maintaining standards inside our professions.

COC also want to emphasise the importance of the examiners' briefings/training at each exam site. We consider it essential that everyone involved in the exams attends these meetings. Our philosophy behind this emphasis is that each exam site is unique. It is a community of people coming together to certify new professionals. Each time this happens, the group is different and therefore it is not just about the "rules" of the exam, it is also about a group forming in order to perform. No matter how experienced you are or how many times you have heard the briefing, your presence is essential to contribute to the whole. We also ask that examiners stay to attend the debriefing sessions. We realise that these are sometimes too short as the timings of the day can take over, but it is part of ending together and creating some reflective space to gather learning and appreciations. The Exam Supervisors need everyone's involvement and engagement from the beginning to the end and this seems to make for a more coherent experience.

Role of observer inside the exams - please note this does "count" as an exam role. Some examiners have expressed not wanting to take this role as it does not "count" towards their requirements for their contracts. COC have decided that it is an essential contribution to the exams and therefore does "count". All examiners have fed back the importance of this role for feedback and learning. COC see it as a vital contribution to a

learning community. There has been some questions as to whether the observer should be able to intervene in an exam. COC is currently of the opinion that an observer is there to witness and feedback at the end of the exam to examiners. The Process Facilitator is available to the examiners and candidate if they need some intervention.

### 2. New developments

COC have also introduced a feedback form for examiners to complete. We are aiming for a version of 360 feedback where we get information from the candidates, examiners, exam supervisors and the EATA observer/moderator. As we gather this information together we are really able to build a good picture of the exam process to look to maximise on what goes well and on integrating learning. We appreciate this is an extra thing for examiners to do... but also hope you will appreciate your feedback being included. This will now be considered by COC as a research project.

We are also conducting some research regarding the Front Sheet prepared by candidates in CTA exams. Exam Supervisors will be asking examiners to give feedback so that we can give good recommendations to candidates to help them prepare. There is a wide range of ways that candidates present their work, and at times this facilitates contact in the exam and at other times it can replace contact between the candidate and the board. We want your thoughts and experiences please.

Finally COC are, in conjunction with the Language Coordinators, creating a procedure for sending the written exam electronically. This raises many issues around protection, confidentiality and anonymity. COC have looked at a first draft of a procedure and this will be further discussed in Geneva.

### 3. Goodbye

I am ending my term as Chair of COC in Geneva this July. It has been my honour to serve the community in this way for many years.

My time has been full of questions, challenges and rich collaboration with many Institutes, National Associations and colleagues. There have been many wonderful times. One peak experience for me was being involved in the recent CTA exams in St. Petersburg in November last year. Many people wrote about their experiences in the last Newsletter and I do not want to be repetitive. For me these exams summed up the spirit of our exam system. We all arrived in the face of the terrorist attack on the airplane, heading to St. P. when 224 people died. A group of examiners from eight different countries came together, offered mock exams to support trainees and then ran the CTA exams.

The experience also involved many dialogues about fear and prejudice, across borders, in relation to homophobic legislation in Russia and living under such laws. I learned of Russian colleagues tender stories of melting their prejudices in relation to sexual orientation and facing their fears when they had travelled to the UK. Plus I had some of my own prejudices challenged, having grown up with the USSR as a threat and struggling with disagreement with some of Russia's current politics. I also witnessed Ukrainian and Russian examiners and candidates working together and sharing their stories over dinner. I was taken by this small TA space of peace and cooperation that the TA certification process had opened up. People exchanged experiences and stories about their situations in their own countries and learned about others.

For me this experience captured the very heart of our exam system. One I am proud to be a member of. It is much more than exams. It is where people gather together to share a serious professional task, but with heart and care to learn at the deepest levels about TA, about others, themselves and our differing professions. As we celebrated the success of the candidates we also celebrated managing difference, prejudices and diversity and the joy of connection across borders, cultures and identity.

I want to thank all those colleagues who have been involved in the work of COC during my term as Chair and running exams across Europe. I look forward to seeing some of you in Geneva so I can thank you in person.

I am delighted to be handing over to Christine Chevalier (TSTA O & C), who has been involved, at my side, for the last year. I know she will take up the role with professionalism, grace and skill.

***Sue Eusden, Chair of COC***

## *The Exam corner*

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### *Free workshop for written exam markers*

Dear Colleagues, Dear Examiners,

Following a reflection on how to promote the quality of our evaluation process and how to develop the markers' competencies in our TA community, COC has decided to offer a workshop for all of you interested in the qualifying process and especially in marking written exams. COC wishes to ensure a reliability of standards between markers and also wishes to support the markers in this important process. The main idea is taking time to reflect on what marking written exams means for us as a community and what it means for each marker at a practical level.

#### **This free workshop will take place :**

- On Tuesday 5th July, on the morning preceding the examiners' briefing for the oral exams.
- At the conference centre, room 18, level -1.
- It will start at 9.30 and will last until 12.30 at the latest.

#### **The address of the conference centre is:**

CICG = Centre International de Conférences de Genève (www.cicg.ch )

Rue de Varembé 17, 1211 – Geneva

From the train station: Bus 5 (airport direction) and stop: Vermont (10 minutes by bus).

The exams will also take place at the conference centre.

#### **The workshop aims at**

- Raising awareness about the evaluation process itself
- Reinforcing competencies, skills and confidence as markers
- Sharing experiences with peers, asking questions and looking for tips

It is an opportunity to look at the assessment and rating as an educational process and cocreate possible answers to some frequent questions, when faced with the task of marking CTA exams:

What are the criteria? How do I use the scoring scale?

Which core competencies am I expecting to see demonstrated in the paper?

What evidence am I looking for? How am I doing it?

It is also a way to keep up-to-date with some new aspects, such as the attention to the dyslexia policy.

The workshop will be facilitated by Evelyne Papaux, TSTA-E, Supervising Examiner and member of the COC.

If you wish to join please contact Evelyne directly on [info@evelynepapaux.ch](mailto:info@evelynepapaux.ch), preferably before June 30th.

## *Exam successes*

## *Congratulations!*

Hinckley, UK; March 31st, 2016

### **TSTA Successful Examinees:**

Valerie Redman

### **CTA-P Successful Examinees:**

Alina Brigitte Rus

Peter Donald Milnes

Susie Hewitt

Linda O'Hern

Ksenja Kos

James Lamper

Patricia M Lyon

Marica Reis

### **Thanks to**

#### **Examiners:**

Alan Jones, Andy Williams, Anita Mountain, Beverley Ellis, Chrissie Wood, Enid Welford, Heather Fowlie, Helen Rowland, Ian Stewart, Jean Lancashire, Joanna Beazley Richards, Julia Tolley, Keri Phillips, Kerri Warner, Lyn-da Tongue, Mo Felton, Peter Flowerdew, Pietro Cardile, Richard Ireland, Ronen Stilman, Saila-ja Manacha

The Exam Supervisors were Frances Town- send and Kathie Hostick for the CTA exams and Cathy McQuaid and Ian Stewart for the TSTA Exams.

Gordon Law and Ian Stewart were also process facilitators.

London, UK, May 20th, 2016

**CTA Successful Examinees in  
the field of psychotherapy:**

Dermot Martin

Clare Howlett

Anna Romaniuk-Wiacek

Kerry O'Shaughnessy

**Thanks to**

Examiners:

Alana Gladwell, Ioana Preda, Heide Amey, Dianne Shebioba, Jenny Bridge, Carole Faulkner, Helen Davies, Nicky Worrall, Karen Minikin, Tess Elliott, Farah Cottier, Kathy Johnston, Silvia Baba Neal, Nick Goss, Catherine Green, Jenny Bridge, Jane Nixon, Rob Hill, Joan Moore

Torino, Italy, November 27th, 2015

**CTA Successful Examinees in  
the field of psychotherapy:**

Vittorina Buttafuoco

Daniela Danovaro

Tiziana Didier

Alessia Gallo

Stefania Soliman

Giulia Gentilesca

Diletta Fiore

Maria Ianni

**Thanks to**

Examiners:

Alessia Picco, Barbara Giacobbe, Barbara Revello, Cristina Piccirillo, Daniela Allamandri, Enrico Lisei, Federica Arpicco, Giuseppe Cherri, Paola De Andrea, Santina Ficara, Simona Ramella Paia, Stefano Morena, Antonio Ventre, Marco Moz, Maddalena Bergamaschi, Elisabetta Loi, Carla Montixi, Patrizia Cola, Enrico Benelli, Paola Maria Tenconi

Exam Supervisors: Désirée Boschetti, Marco Mazzetti

## Exam Calendar

### Future dates and Venues of COC oral TA examinations and TEW's 2016

Type of exam	Date	Venue	Local exam supervisor
CTA Trainer Exams	July 4th-6th	Geneva, Switzerland	Coordinator: Sabine.Klingenberg@abakushad.de
CTA/TSTA	July 5th - 6th	Geneva, Switzerland	CTA Jill Hunt. jillshunt@starfire.org.uk TSTA Christine Chevalier, cc@atorg.com
TEW	July 11th – 13th	Geneva, Switzerland	Coordinator: Sabine.Klingenberg@abakushad.de
TSTA	September 1st	Dhaka, Bangladesh	Janet Chin: iboc@itaaworld.org
TEW	October 17th-19th	Santiago di Compostela	Coordinator: Sabine.Klingenberg@abakushad.de
CTA/TSTA	Nov 10th-11th	Rösrath, Germany	CTA: Mayke Wagner, Mayke.wagner@t-e-a-m.org TSTA: Sabine Klingenberg@abakushad.de
CTA/TSTA	Nov 10th-11th	Montpellier, France	CTA Jean Maquet, jeanmaquet@free.fr TSTA Christine Chevalier, cc@atorg.com
TEW	Dec. 2nd – 4th	Sarajevo	Coordinator: Sabine.Klingenberg@abakushad.de

**COC Examinations:** For all regulations regarding the application and requirements for these exams please see the training standards handbook

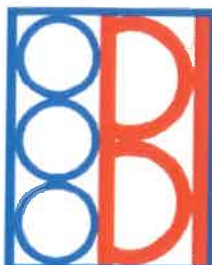
**TEW:** to attend the TEW's contact Sabine Klingenberg, TEW coordinator: Sabine.Klingenberg@abakushad.de

**TSTA:** apply to Evelyne Papaux the EATA Supervising Examiner: coc.supervising.examiner@eatanews.org

**Waiting list:** March 2009 – COC agreed the following: Most people are aware of the waiting list for TSTA exams and can take individual responsibility for checking the availability of places with the supervising examiner. The S.E. keeps a list and if there is a place available in the next exam site she will give them this place. The S.E. will not accept anyone for a place if they have not completed all requirements when they apply.

**CTA:** apply and send your written exam to your EATA Language coordinators.



*Adverts*

## Professional Excellence Workshops The Berne Institute, UK

Dates: 2-4 Sept 2016, 24-26 Feb 2017, 28-30 April, 8-10 Sept

Do you want to enhance your professional skills in TA? Then the PEWs are for you! To all TA professionals, these workshops offer an excellent opportunity for advanced training and supervision. The PEWs – run regularly each year since 1992 – have been a ‘springboard’ from which many participants have gone on to gain success in EATA/ITAA examinations, both CTA and T/STA. The workshops have also proved their value as preparation for the EATA/ITAA Training Endorsement Workshop (TEW).

The workshop leaders are Ian Stewart, Adrienne Lee, and Mark Widdowson, Teaching and Supervising Transactional Analysts. As a team with many years’ experience of the PEW format, they can offer you an outstanding environment for learning.

**Workshop format** is highly flexible. Activities are tailored contractually to the needs of the participants, and typically include: multi-level supervision, tape presentation, discussion of theory and ethics, practice exams (CTA or TSTA), supervised teaching and personal work.

- **Venue:** all PEWs are held at The Berne Institute, near Nottingham, England.
- **Fee:** £395\* Non-refundable Deposit: £95 \**May increase 2017*
- **For bookings** and further information please contact: The Course Registrar, The Berne Institute, 29 Derby Road, Kegworth DE74 2EN, England (tel/fax (+44)(0)1509-673649; email via [www.theberne.com](http://www.theberne.com)).

*The Berne Institute: Promoting Excellence and Autonomy*