

**Mediation Assessment**

**Framework Document**



**Candidate’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Candidate Details:**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Assessment Details: *(Written Test, Skills Demonstration & Interview)***

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Primary Assessor’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Verification Assessor’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**WRITTEN TEST**

**65% pass rate required**

Test Sheet Number: \_\_\_\_\_\_\_\_ **Test Result: \_\_\_\_\_/30**

**Key for Test Results:**

0 - 18 marks = Fail

19 – 23 marks = Pass

24 – 30 marks = Distinction

|  |  |  |
| --- | --- | --- |
| **Question** | **Marks** | **** |
| 1. | 2 |  |
| 2. | 2 |  |
| 3. | 2 |  |
| 4. | 2 |  |
| 5. | 2 |  |

**Key for Q.6-10:**

0 = Missing 1 = Inadequate 2 = Acceptable 3 = Good 4 = Excellent

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Question** | **Marks** | | | | | **Comments** |
| **0** | **1** | **2** | **3** | **4** |
| 6. |  |  |  |  |  |  |
| 7. |  |  |  |  |  |  |
| 8. |  |  |  |  |  |  |
| 9. |  |  |  |  |  |  |
| 10. |  |  |  |  |  |  |

**SKILLS DEMONSTRATION**

**65% pass rate required**

**Key for Skills Demonstration:**

0 - 35 marks = Fail

36 – 44 marks = Pass

45 – 56 marks = Distinction

**Skills Demonstration Grade: \_\_\_\_\_\_\_\_/56**

**Key for Marks:**

0 = Missing 1 = Inadequate 2 = Acceptable 3 = Good 4 = Excellent

**Process:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Criteria Description** | **Marks** | | | | | **Comments** |
| **0** | **1** | **2** | **3** | **4** |
| **Environment & Introduction:**  Room setup, meeting & seating, introduction covers the needs of the process & dispute, explanation of the process & roles, expectation management |  |  |  |  |  |  |
| **Keeping the parties forward moving:**  Mediator motivates the parties to engage & give controlled input, set the tone for the mediation effectively |  |  |  |  |  |  |
| **Structure:**  Manages the process effectively |  |  |  |  |  |  |
| **Communication:**  Dealing with emotion, dealing with interruptions, guarding uninterrupted time, balancing a power imbalance, equal attention, keeping focussed on the issues |  |  |  |  |  |  |
| **Framing:**  Ability to identify & focus on issues, ability to connect the disputants, identify positions / underlying interests / needs, identify joint interests, framing issues to aid discussion |  |  |  |  |  |  |
| **Agreement:**  Sustainability investigated, discussion of possible derailers, agreement on any public information arising from the mediation. If a written agreement – must be documented in appropriate way |  |  |  |  |  |  |

**Skills**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Criteria Description | Marks | | | | | Comments |
| 0 | 1 | 2 | 3 | 4 |
| **Listening:**  Good listening skills displayed |  |  |  |  |  |  |
| **Questions:**  Good use of open, probing, triad, linear questions |  |  |  |  |  |  |
| **Summarising:**  Appropriate, realistic, positive, forward moving, ownership stays with parties |  |  |  |  |  |  |
| **Clarifying:**  Checks for accurate understanding, listens for gaps/hesitations/rushes, seeks to remove ambiguity |  |  |  |  |  |  |
| **Reframing:**  Shows ability to reframe appropriately, keeps ownership with the parties of reframed statements |  |  |  |  |  |  |
| **Professionalism:**  Balanced, rapport with parties, trust, empathic, relaxed |  |  |  |  |  |  |
| **Professional Ethics:**  Impartial, non-judgemental, professional distance |  |  |  |  |  |  |

**Candidate’s Declaration:**

I declare that this skills demonstration and its subsequent video recording have been carried out in line with my professional integrity. I have received a copy of the ‘Beyond Conflict Code of Conduct’ and have acted in line it its requirements. I confirm that I had no prior meeting to confer with the disputant parties regarding this role play assessment. They did not prepare or rehearse this case with me. I also acknowledge that the parties playing disputants in the role play had 25 minutes to prepare their specific brief. I understand that this role play will be recorded for verification purposes by Beyond Conflict and may be viewed in an audit. I understand that should Beyond Conflict discover that I acted against this declaration any awarded certification will be revoked.

Candidate’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_

(Please Print)

Candidate’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Party A Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_

Print Name

Party A Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Party B Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_

Print Name

Party B Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**POST SKILLS DEMONSTRATION INTERVIEW**

**65% pass rate required**

**Key for Marks:**

0 - 12 marks = Fail

13 - 16 marks = Pass

17 - 20 marks = Distinction

**Interview Grade –**

**Total Marks Achieved: \_\_\_\_\_\_/20**

**Key for Marks:**

0 = Missing 1 = Inadequate 2 = Acceptable 3 = Good 4 = Excellent

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Criteria Description | Marks | | | | | Comments |
| 0 | 1 | 2 | 3 | 4 |
| Candidate’s self-assessment is in line with that of the assessors |  |  |  |  |  |  |
| Candidate has good ability to see own strengths & weaknesses |  |  |  |  |  |  |
| Professional attitude displayed during the interview |  |  |  |  |  |  |
| Candidate comprehensively described personal learning & development and explained how this learning was informing practice |  |  |  |  |  |  |
| Critical analysis and evaluation of own personal style in mediating conflict |  |  |  |  |  |  |

**ASSESSOR’S DECLARATION**

This candidate has been assessed in line with my professional integrity and in accordance with the ‘Beyond Conflict Code of Conduct’. I declare that I have assessed this Skills Demonstration and Interview in line with the ‘Beyond Conflict Equality & Diversity Policy’ (independent of personal preferences to a specific mediation style, training or the training organisation the candidate is affiliated with, professional affiliations, religion, gender, race, sexual orientation, or other personal characteristics). I declare that all marks were placed independently and to the best of my ability. I also declare that I will keep any and all information gathered from this documentation private and confidential.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_

Primary Assessor’s Signature

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_

Verification Assessor’s Signature

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criteria** | **Minimum Pass Mark** | **Marks Received** | **Result %** | **Fail / Pass / Distinction** |
| Written Test | 19 |  |  |  |
| Skills Demonstration | 36 |  |  |  |
| Interview | 13 |  |  |  |
| **TOTALS** | 68 |  |  |  |

**Min. Pass = 65%**

**Key:** 0 – 67 marks = Fail 68 – 84 marks = Pass 85 – 106 marks = Distinction

Date Grades issued to Candidate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Entered into NRM System: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Entered by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_