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# Mediation Training Institute International (MTI) East Africa is an international Training/Certification and consulting institution specializing in mediation Training and consultancy. We partner with organizations to help people improve mediation and other alternative dispute resolution skills essential to workplaces, business, community, family/organizational success. We work in partnership with international organizations, corporations, non-profits, banks, hospitals, small businesses, government agencies, associations, universities, colleges, and schools to weave the Mediation culture of resolving disputes into their systems.

# **Policy Purpose**

The purpose of this policy and procedure is to outline the approach taken by Mediation Training Institute International (MTI) East Africa to deliver high quality training and assessment to its Trainees and ensure responsiveness to the mediation sector and trainee requirements whilst meeting the full requirements of the qualifications and courses provided.

Mediation Training Institute International (MTI) East Africa’s policy on trainee assessment ensures to:

* Inform the MTI Training and Assessment Strategies
* Inform all education, training and assessment practices at MTI
* Offer consistent, best practice in education, training and assessment for all trainees, both domestic and international
* Deliver training and assessment at MTI in accordance with the principles and parameters of the International Mediation training standards
* Issue qualifications, skill sets and statements of attainment
* Encourage continuous improvement in education, training and assessment practice at MTI.

MTI East Africa develops Training and Assessment Strategies (TASs) that relate to each of its Training Package Qualifications on its scope of registration within the spirit of the regulatory authorities seeking to ensure that raising the quality of the training being delivered (including all training resources) and assessment being undertaken (including all assessment resources) is of a standard satisfactory to ensure the desired outcomes of training programs for trainees.

# **Procedure**

# **Training – Suitable and Sufficient Resources**

MTI (EA) provides quality training to its Trainees for all Courses. This means:

* Having access to suitable resources, facilities and equipment to deliver all Courses on its Scope of registration. This includes access to relevant training rooms, learning aids or simulated mediation environments that appropriately reflect a mediation that a trainee is likely to work in once qualified.
* Providing an appropriate amount of training for each Course to ensure effective outcomes for trainees in line with mediation sector expectations.
* Providing training resources that are accessible to Trainees regardless of their location or mode of delivery.
* Identifying the support that each individual Trainee needs prior to their commencement or enrolment and providing access to the educational and support services necessary to meet these needs and course outcomes.

# **Trainers & Assessors**

Each of our listed areas in which we provide mediation related services is headed by a Certified, practicing and experienced professional mediation trainer supported by a team of professional trainers who are well trained and experienced in their areas of specialty.

Others are part time mediation trainers depending on the magnitude of the assignment available. MTI INTERNATIONAL East Africa has many associates who work in consultation with MTI in developing mediation Training in East Africa and beyond.

# **Assessment**

MTI (ea) has an assessment system that ensures assessment:

* Is conducted in accordance with the Assessment procedures as set down in the forms provided.
* Is conducted in line with the requirements of the relevant Training Package.
* Requires the Trainee to demonstrate all of the skills and knowledge outlined in the training program.
* Requires the Trainee to demonstrate the ability to perform tasks in a variety of situations, adapt to different contexts and environments and perform tasks to an appropriate level expected by a mediation environment.
* Considers’ the Trainees’ dimensions of competency when making all assessment decisions.

Where required to ensure no Trainees are disadvantaged, assessors will make Reasonable Adjustments to assessment tasks or processes to accommodate individual needs.

# **Assessment Documentation**

Trainers and Assessors are provided with assessment documentation for the program . These documents include:

* Detailed instructions to the Trainee about the tasks they must complete
* Benchmark answers and decision making rules for the assessor
* Mapping documents showing how the assessment tasks relate to the requirements of the competency.
* Trainers and Assessors use benchmark answers and follow decision making rules when assessing Trainees.

# **Assessment Appeals**

* Trainees have the right to make an appeal against an assessment decision by following the MTI (ea) procedure
* Trainees have 14 day from the date of the assessment decision to make an appeal.
* Trainees will not be victimised or discriminated against for seeking as review or appeal.

# **Mentorship**

Assistance with Mentorship Placement is provided to all trainees in line with the MTI EA Mentorship guidelines.

# **Trainee Plagiarism, Cheating and Collusion**

Trainees are expected to complete all assessments ethically: without plagiarism, collusion or cheating. Any trainees suspected of unethical behaviour will be managed through the disciplinary procedures.

# **Training Plans**

* MTI (ea) provides detailed Training Programs to all Eligible Individuals and ensures all training plans are internalised and accepted by the trainees prior to commencement of training.
* The Training programs clearly show the training outline, duration and the training and assessment methods that will be used for the Course.

# **Feedback and Improvements**

MTI (ea) collects feedback about its training and assessment practices and systems from Trainees, trainers/assessors. Feedback will be collected regularly, collated and analysed in order to bring about improvements.

# **Responsible Officers**

The responsible officers for the implementation and training for this Policy are program officers working under the director of training of Mediation Training Institute International (MTI) East Africa.