

FEBRUARY 2019

COMMERCIAL MEDIATOR TRAINING

MEDIATOR SKILLS TRAINING ASSESSMENT GUIDELINES



MEDIATOR SKILLS TRAINING ASSESSMENT GUIDELINES

1. Delegates will be assessed against competencies developed by CEDR.
2. These competencies will be explained to delegates at the outset of the coaching day on the course, day 3, and delegates will be given copies of the competencies against which they will be assessed.
3. Different assessors will assess delegates on days 4 and 5, and, as far as possible, none of these assessors will have coached them on day 3.
4. Each assessed role-play will be recorded on DVD.
5. The assessor will give the delegate one on one feedback immediately after the role-play. The feedback will be done in relation to the competencies but will not include a mark.
6. The scale of marking of each role-play will be as follows:
O = outstanding, C = competent, W = working on competence, N/C = not competent
7. To pass, delegates must achieve the following marks over the two assessed days:
 - a. a majority of Cs (at least 7 Cs); and
 - b. a minimum of 2 Cs on each day; and
 - c. no more than 1 N/C; and
 - d. at least 1 C in five of the six individual competencies; and
 - e. no fewer than 2 Cs under each of the headline areas of competence – Relationship, Process and Content.
8. Pre-course work must be submitted on the first or second day of the course.
9. Post course work must be submitted within two weeks of the course ending.
10. Delegates must achieve at least a W each for their pre- and post-course work. Where pre- and post-course work is assessed as N/C the delegate will be given one opportunity to correct it before a remark.
11. The delegate's performance in the two assessed role-plays and their written submissions will be assessed as a whole and each delegate will be notified in writing of the outcome of their performance on the course and supplied with the top sheet of the assessor's notes of the role-play.
12. The outcomes will be either:
 - b. Competent - passed
 - c. Non-yet competent - requires further training and further assessment
 - d. Not competent and not suitable for further training or assessment - Conflict Dynamics will offer a telephone discussion about the way forward.
13. This outcome will be communicated to delegates within four weeks of them having submitted their final piece of post course work.

14. Should delegates wish to appeal the outcome of the assessment they should do so in writing to Craig Hulscher at CD, in which case they will be contacted to discuss the assessment. The assessment top sheet and recording of one role-play will be reviewed.
15. In the case of delegates who are assessed as 'Not-yet competent - requires further training and further assessment':
 - e. Further coaching and assessment will be offered, for a fee;
 - f. The assessment will again take place by way of a role-play. The role-play will again be recorded.
 - g. The reassessment will be conducted by an assessor who has not previously assessed the delegate.
 - h. The outcome of the reassessment will be made known to the delegate within two weeks.

ASSESSMENT BY CEDR

16. Delegates on Conflict Dynamics courses will be offered the opportunity to have their two recorded role-plays assessed by CEDR in order obtain CEDR accreditation.
17. Delegates may discuss their prospects of success with CEDR with Felicity Steadman before they make the decision to apply for CEDR assessment.
18. CEDR will not be informed of the outcome of the CD assessment and will assess the delegate afresh against CEDR competencies.
19. CEDR does not require sight of the pre- or post- course work done by the delegates. CEDR will accept CD's assessment of these elements of the assessment process.
20. It is understood by delegates that while there is a high correlation between accreditation by CD and accreditation by CEDR, there are no guarantees of CEDR accreditation.
21. Once CD has had confirmation that a delegate wishes to take up the offer of assessment by CEDR, that they accept these terms and conditions and have paid the required fee to CD, CD will send the recordings of the two assessed role-plays to CEDR, along with the delegate's fee and contact details.
22. CD will wait until it has a batch of between 10 and 16 recordings before it sends them off to CEDR. CEDR will assess the recordings within 4 weeks of receiving them.
23. The outcome of the CEDR assessments will be made known to CD before they are made known to the delegates so that CD can query any glaring inconsistencies with the CD assessments, and in order to improve and develop the process.
24. CEDR will then communicate directly with the delegates about the outcomes of the assessments and will send the results directly to the delegates.

25. In the case of successful delegate, the results letter will be e-mailed to the delegate, but top sheets and certificates will be sent to Felicity Steadman who will arrange for them to be sent to South Africa.
26. In the case of unsuccessful candidate, the results letter will be e-mailed to the delegate along with the top sheets, so that the results are received in full as soon as possible.
27. The CEDR appeals process will apply in the event of an appeal.
28. Unsuccessful candidates may either take up the offer of a retake directly with CEDR; or they may approach CD for a coaching session and a recording of the unsuccessful role-play. CD will then send the new recording to CEDR and the procedure outlined above will be followed. CD will bear the costs for this further assessment by CEDR.
29. The offer of a retake of a CEDR assessment must be taken up within approximately six months of the original CEDR assessment.

RECORDING POLICY

30. There are a number of reasons for recording assessments. Recordings may be used in the case of delegates who wish to be considered for CEDR accreditation. Recordings may be referred to in the event of an appeal against the outcome of an assessment. Recordings may be used for quality assurance of assessors.
31. Delegates have the right to request that their session not be recorded. Requests should be made to the lead faculty.
32. Recordings will be deleted six months after delegates have been notified of the outcome of their final assessment, this being either a CD or CEDR assessment.
33. Recordings will be the property of CD and will be treated as confidential and only be used for the reasons stated above.