

ANNEX C: Practice Assessment Criteria Tool

The Mediator skills that are tested during the interview in step 3 of the assessment fall into the following categories:

1. Professional attitude, self-reflection and professional development category counts for 40% of test result

The assessor will review and discuss the:

- self-assessment (summary of the experience and learning points of actual mediations that were carried out and described in the logbook, including an analysis of what went well, what the mediator could have done differently and why, and a list of the mediators strong skills and areas of development),
- description of the mediators style/approach to the mediation process
- feedback forms submitted by the clients and Feedback Digest by the Reviewer (satisfaction rate, specific and recurring feedback).

2. Managing the process, including generating options, decision-making, closure, implementation and follow-up of mediations category counts for 40% of test result

The assessor will review and discuss the:

- logbook (specifics of types of cases carried out, metrics and quantitative aspects like number of meetings and lapsed time, settlement rate, compliance rate).
- logbook, self-assessment (dilemma's or strategic choices made by the mediator)

3. Advanced mediation process management skills like dealing with attorneys representing their clients, multi-party cases or cross border cases will be tested. category counts for 20% of test result

The assessor will review and discuss the:

- logbook, client feedback (dilemma's or strategic choices made by the mediator)