

## CEDR Mediator Skills Training: Assessment Appeals Policy

It is our aim at CEDR to ensure the highest levels of reliability and validity regarding Faculty assessment of mediator competence. However, any delegate who has not gained accreditation and disagrees with the outcome of their assessment/s is entitled to appeal against the assessment decision. The process for this is as follows:

### The Appeals Process

#### Stage 1

The delegate must contact the Course Manager from their MST in writing by email *within 6 months from the notification of the course results*, with details of "The Appeal" that must include

- which assessment day they are appealing, and
- the grounds of the appeal.

#### Stage 2

The Course Manager will email to confirm receipt of this appeal and in doing so will:

- a) clarify the process for the appeal
- b) identify what would need to change as a result of the appeal (e.g. how many of the grades and under which competencies) for accreditation to be achieved
- c) refer the appeal and all relevant documents and the DVD from the relevant assessment session/s to the Head of CEDR Faculty.

#### Stage 3

The Head of CEDR Faculty will:

- a) view the DVD assessment session and score it independently
- b) review the relevant assessment summary sheet for the original assessed session being appealed and either confirm the original assessment or change some or all of the scoring
- c) confirm whether accreditation can be awarded based on the collated scores from both assessed sessions including any revised score for the session appealed
- d) contact the delegate, by telephone, to convey the outcome of the appeal
- e) contact the Course Manager to report the outcome of the appeal

#### Stage 4

CEDR will then write to the delegate formally confirming the outcome of the appeal.

On any occasion where the Head of CEDR Faculty was an assessor for the appealing delegate on the identified MST course, CEDR's Director of Training will conduct the appeal as set out in Stage 3.

The decision of the Head of Faculty (or Director of Training in the circumstance identified above) will be final and cannot be challenged.

CEDR aims to conclude each appeal within 30 days of receipt of the Appeal Letter or email .

### DVD and digital recordings

In line with the CEDR Recordings Policy, CEDR will keep the recordings of an assessment for a period of 6 months from date of the notification of the course results. In the event that there is no digit recording available then the appeal will be based solely on the documentation of the original assessment.

### Complaints

In addition, if the delegate has any complaints or concerns about the way an assessment session was conducted, including any complaint about the assessor member of CEDR Faculty, they should notify the Course Manager during the initial telephone conversation.