

CIVIL AND COMMERCIAL MEDIATION TRAINING COURSE**PORTFOLIO ASSESSMENT (2500 words)****DELEGATE:****ASSESSOR:**

1. Reflective Practice: Analyse the development of your Listening skills throughout the duration of the course. Consider your listening on starting the course and what you have learnt as a result. What do you still need to develop and how will you do so?

10 marks

2. Reflective Practice: Analyse the development of Communication skills (other than listening) throughout the duration of the course. Consider these skills on starting the course and what you have learnt as a result. What do you still need to develop and how will you do so?

10 marks

3. Conflict Theory: Choose a conflict theory and apply this to a role play used in the course

30 marks

4. Negotiation Theory: Analyse a dispute from a role play used in the course (different to the above one), in terms of:

Issues 10 marks

Positions and Interests of each party 20 marks

How was resolution achieved, if at all, and if not, why not/what could have helped?
10 marks

5. Assessment: Identify and assess what you did well and what could have gone better in your assessment.

10 marks

6. Reflect and explain how you would:

- Arrange the venue for an in-person mediation including having sufficient rooms, ensuring suitable refreshments and useful equipment, the layout of tables and chairs and the seating arrangements
- Build rapport with parties for an in-person mediation
- Compare the experience of in-person and online mediation, what is different and how you would adapt from online to in-person

Pass/Fail

MARK OUT OF 100:

PASS (60+)

ANY GENERAL COMMENTS/DEVELOPMENTAL FEEDBACK: