

Assessment Appeals Policy

In the event a participant is dissatisfied with the outcome of their assessment the following measures shall be undertaken:

In case a participant is dissatisfied with his written or oral exam results, the latter is entitled to sit for the exams for a second time free of charge. The written exam is a close test done online.

Provided the result of the second exam is unsatisfactory, the participant is entitled to have a third and final attempt, which shall be paid.

The oral exam can be resit before an examination team of 3 members.

The exam has also a practical part which consists of mediation sessions. Each participant shall conduct as mediator or co mediator at least 5 mediation sessions (2 during Level 1 and Level 2 and 3 during Level 3 - Practice) after which the participant receives feedback from his peers participating as parties in the simulation and from the assessor supervising the session. Each mediation session is supervised by a different assessor with the aim to achieve objectivity.

In case the participant has not passed the practical part of the exam, the participant is entitled to a consultation with the trainers and to sit for the practical exam one more time under the condition the participant pays 1/5 of the training tax. The practical exam is conducted before an examination body of three assessors who have not scored the participant before. An assessor from another mediation training provider can be invited to take part in the assessment.

All these steps are described in details in

RULES FOR ASSESSMENT AND CERTIFYING MEDIATORS ADOPTED BY THE BOARD, MAY 2010 AND SUBSEQUENTLY AMENDED SEVERAL TIMES, LAST AMMENDMENT 2020