

## Course Materials – explanatory note

Joining instructions – these contain the programme and pre-reading which includes:

1. Mediation Agreement
2. Code of Conduct for Mediators
3. Opening checklist
4. Questions for Caucus
5. Mediator mistakes
6. Common mistakes in mediation
7. 39 Steps
8. Ethical questions
9. Proceeds of Crime briefing paper.
10. Role play common scenarios (these are sent with Joining Instructions as part of the pre-reading).

Mediation Handbook authored by Judith Kelbie – this is a paperback manual issued to all delegates.

Tutor Handbook – this is **not sent to delegates** but is the manual tutors work to ensure consistency and quality in course delivery. It covers all aspects of the course from the Tutor perspective and is supplemented by documents including role play scripts, allocation sheets, registration forms, tutor notes for assessors, feedback forms, exams, complaints procedure, appeals procedure, benchmarking forms, assessment sheets, etc.