



Competency Framework & Assessment Standard Policy

Candidate Name :

Date of Assessment :

Case Study :

Mediator :

Name of Assessor : (1)
(2)

ADRC Assessment Criteria

The assessment process will be divided into two phases. The first phase is the evaluation of the candidate's competency throughout the course duration. Using discussion and exercise methods, the candidates' knowledge of the mediation process will be assessed continually throughout the course and the candidates must achieve at least the grade of 'satisfactory' in all topics in Module 1, 2 & 3 in order to pass the course. Upon completion of the 40 hours online mediation course, successful candidates will be issued a certificate of completion. In order to apply for International Mediation Institute (IMI) certification, candidates will then proceed to the 2nd phase. The 2nd phase consists of the candidates' video recording a minimum one-hour mock mediation process to be sent to ADRC for final assessment.

It is generally acknowledged that not all the skills and processes will be displayed by the candidates in the process of the recording the video. The assessment is to assess how the candidates demonstrate their approach, style and judgment and the effectiveness during the time of the assessment.

Conduct of Assessment

As the course is intended to run 100% online, the process of 2nd phase assessment will be online assessment where the candidates will be required to record a one-hour mock mediation process whereby the candidates would be playing the role of the mediator. The candidates are required to invite their own actors as parties to mediation. The assessors will then assess the candidates' performance based on the video recording.

There will only be two (2) grades for each category of skills assessed:

- Competent
- Not competent

Competent means that the candidate can display understanding of the knowledge, skills and process of mediation and can apply them effectively. In order to pass the assessment, the

candidates must achieve ‘Competent’ grade in all three (3) categories. For each category, a ‘Competent’ grade means achieving basic capabilities in majority of the skills.

Three categories of assessment rubric are:

1. People skills
2. skills
3. Management of the mediation process

All candidates are also required to send in a post-mediation reflection log where they will record the following information:

- (1) Their pre-mediation physical venue arrangement
- (2) Their rapport building experience with the parties
- (3) Their experience of online mediation and actual in-person mediation

People Skills

Skill	Competent	Not Competent
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Presentation

Appropriate attire and attitude	<input type="checkbox"/>	<input type="checkbox"/>
Aware of the reactions of others	<input type="checkbox"/>	<input type="checkbox"/>
Effective tone of voice and pace	<input type="checkbox"/>	<input type="checkbox"/>
Display authority and presence	<input type="checkbox"/>	<input type="checkbox"/>
Conscious of his/her own biases and values	<input type="checkbox"/>	<input type="checkbox"/>

Building rapport and confidence

Appropriate eye contact	<input type="checkbox"/>	<input type="checkbox"/>
Displaying respect and empathy	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate use of silence	<input type="checkbox"/>	<input type="checkbox"/>
Being fair to both parties	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrating active listening	<input type="checkbox"/>	<input type="checkbox"/>
Picking up key words	<input type="checkbox"/>	<input type="checkbox"/>

Checking understanding of statements

made by parties

Attentive to parties' emotions

Complementary skills

Encourage openness

Emphasizing confidentiality

Creates a safe environment

Appropriate use of humour

Balances professionalism and friendliness

Skills

Skill **Competent** **Not Competent**

Use of skills to promote comprehension

Effective summarising

Reframing

Setting priorities

Assisting in risk evaluation

Acknowledging parties' concerns,
priorities and feelings

Encouraging parties to step into others' shoes

Questioning skills

Use open questions

Use of closed questions to check understanding

Use of hypothetical questions to test potential solutions

Reality Test to challenge assumptions

Negotiation skills

Coaching the parties

Strategic use of confidential information

Creative exploration of options

Fostering the closing of settlement zone

Avoiding deadlock and helping parties to bridge gaps

Helping parties to save face

Taking opportunities to avoid salami slicing

Management Skills

Skill **Competent** **Not Competent**

Pre-mediation Preparation:

Checking with parties their authority to settle

Explaining the mediation process

Introduction of mediator and parties

Explaining the Facilities, ie refreshments & breaks

Explaining the mediator's principles

Confidentiality

- Without prejudice
- Authority to settle
- Cannot impose settlement
- Neutrality
- Voluntariness
- Not binding until formal agreement signed

Taking charge of the process and instilling confidence in the parties

- Laying ground rules
- Managing interruptions & behaviour
- Managing parties' emotion

Managing the pace of mediation

- | | | |
|--|--------------------------|--------------------------|
| Identifying key agendas | <input type="checkbox"/> | <input type="checkbox"/> |
| Not providing personal advice | <input type="checkbox"/> | <input type="checkbox"/> |
| Effective use of joint and private meetings | <input type="checkbox"/> | <input type="checkbox"/> |
| Displaying fairness in power imbalance situation | <input type="checkbox"/> | <input type="checkbox"/> |
| Allowing parties to reach their own settlement | <input type="checkbox"/> | <input type="checkbox"/> |



Summary of Assessment for Accreditation as ADRC Accredited Mediator

Candidate Name:

Case Study:

What you did well:

What you need to improve:

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Assessor Name: