

**CIVIL AND COMMERCIAL MEDIATION TRAINING COURSE**  
**ROLE PLAY ASSESSMENT SHEET**

**DELEGATE:**

**ASSESSOR:**

1. An appropriate and safe environment is set by the participant-mediator which is conducive to problem-solving, including explanation of the process and steps within the process. (Initial and Joint)

*10 marks*

2. The role of mediator and that of legal counsel/representatives and party self-determination to be fully and properly articulated. (Initial and Joint)

*10 marks*

3. The principles of confidentiality, neutrality, voluntariness and facilitation be evidenced.(Initial and Joint)

*20 marks NB Breach of confidentiality will result in an automatic fail*

4. Trust and rapport be established with both parties and demonstration of effective responses to diverse behaviours of parties. (Particularly in Initial)

*10 marks*

5. Necessary skills to explore issues, interests and options be applied including, in particular, listening and communication strategies. (Initial and Joint)

*20 marks*

6. Process management skills: the ability to manage the parties and the process including both joint and private meetings. (Initial and Joint)

*15 marks*

7. The ability to manage the content of the dispute and advance resolution through the application of negotiation strategies and communication skills, without driving or imposing solutions. (Particularly Joint)

*15 marks*

8. Proper consideration of ethical issues as they arise, eg, conflict of interests.

*Pass/fail*

**COMPETENT/NON-COMPETENT**

**MARK OUT OF 100 (60 is the pass mark):**

**ANY GENERAL COMMENTS/DEVELOPMENTAL FEEDBACK:**