



Open College Network Assessment

Level 3, 8 credits

Learning Outcomes	Assessment Criteria	Evidence
1. Understand conflict and associated behaviour	1.1. Summarise what is meant by conflict 1.2. Analyse conflict behaviour. 1.3. Explain different styles of conflict and how they may relate to own behaviour.	1.1 Give a definition of 'conflict', in your own words 1.2 Using the Conflict Puzzle headings provided below – describe the 4 components of a conflict that involved you. You are required to complete a table for yourself and a table for one other party to the conflict: 1.3 Describe the 5 conflict styles. Name your most frequently adopted style(s) and give an example of when you used that. Name the style(s) you find most difficult to encounter in an interaction with another person and explain why.
2. Understand and apply conflict strategies.	2.1. Explain different conflict strategies. 2.2. Analyse a given conflict situation. 2.3. Develop and apply an appropriate action plan to address the conflict situation analysed in AC 2.2.	2.1 Explain different conflict strategies <ul style="list-style-type: none">• Describe mediation• Explain negotiation theory• Explain the basic constructs of a negotiated agreement or settlement 2.2 Analyse conflict situation and plan roleplay practice <ul style="list-style-type: none">• Develop a plan to address the two-party mediation scenario 2.3. Undertake mediation <ul style="list-style-type: none">• Apply plan in a roleplay mediation• Write up potential mediation agreement based on content of role-play• Assessor Observation
3. Understand two-party mediation.	3.1. Summarise different types of two-party mediation. 3.2. Evaluate the action plan applied in A.C. 2.3. identifying good practice and areas for improvement.	3.1 Summarise different types of mediation 3.2 Self Assessment Form to include: <ul style="list-style-type: none">• D3. Give one or two examples of how learning from the course has led to changes in their behaviour/approach while playing the role of the mediator• D4. Comment on specific feedback received during the course (from colleagues and/or trainers)• D5. Identify any relevant ethical issues that might have arisen in this case• D6. Identify any biases and practices from current and previous personal and professional experience that might have come up for them in this case.• Summarise the importance of mediator's self-awareness within the mediation process.
4. Understand the role of the mediator in conflict mediation.	4.1. Explain the role of the mediator in conflict mediation at different stages of the process.	4.1 Explain the role of the mediator from external assessment to completion. Explain the roles of legal counsel and representatives within a mediation process
5. Understand objectives of	5.1. Summarise objectives of an initial assessment and case development.	5.1. Summarise objectives of an initial assessment and case development.



initial assessment and case development.	assessment and case development. 5.2. Evaluate the outcome of assessment.	5.2. Evaluate the outcome of assessment.
6. Understand the philosophical and ethical dimension to conflict intervention.	6.1. Summarise the philosophical and ethical dimension to conflict intervention.	<p>6.1 Philosophical and ethical dimensions:</p> <ul style="list-style-type: none">• Explain the principles of mediation to include:<ul style="list-style-type: none">a) neutralityb) voluntary naturec) confidentialityd) party self-determination• Summarise at least one mediation code.• Describe your personal values and explain how the code shapes ethical practice.