

Assessment will be made against the following competencies:**Relationship skills**

1. Creates an environment conducive to mediation
2. Develops communication and interaction with each individual participant

Process skills

1. Establishes and maintains a safe and effective working structure
2. Manages the process and works through the phases of mediation

Content skills

1. Facilitates the parties in creating workable solutions
2. Enables progress through active engagement with the people and the content

Written Assignment

1. Able to document areas of agreement between the parties
2. Able to learn through awareness of own strengths and weaknesses.

Relationship, process and content skills are assessed by RESOLVE faculty members through the observation of candidates in simulated mediation situations. The remaining competencies are assessed through written work submitted within one week after the completion of the course.

The assessment categories are as follows:

	Relationship 1	Relationship 2	Process 1	Process 2	Content 1	Content 2
Competent						
Working Towards						
Not Competent						
Not able to assess						

Any one “not competent”, or more than one “not able to assess”, or one “not able to assess” and more than two “working towards”, or more than three “working towards” will require a re-take.

Unless the participant scores “not competent” in all three Competencies, they will be entitled to have a retake assessment.