

APPEAL PROCESS

Assessment Process

The assessment consists of 13 hours simulated exam mediations – 3 per participant (mediating or co-mediating), 1 hour written exam, 1 hour interview.

According to the requirements of the Bulgarian legislation each participant must pass 1 stimulated exam mediation for the entire training, 1 written test, and cover one topic from the training in an oral presentation. Our assessment consists of 3 exam mediations.

In the course of the entire training every participant is observed and given feedback by at least 4 different trainers/assessors. At least 2 of the assessors have not been part of the training and are only present for the assessment.

Appeals and Complaints

Any participant who has not been satisfied with the quality of the course or a trainer or assessor, or is complaining that the course or a trainer did not comply with the conditions for the provision of the training as announced in the official Course description, can submit their complaint with our Management Board.

If a complaint is made in the course of the training regarding a trainer or assessor, we explore the case and usually change the trainer/assessor working with this participant.

Depending on the type of complaint, the participant may be given the opportunity to pass through specific part of the training that was associated with the problem, or get a second opportunity for assessment – both for the written exam and for the practical exam mediations, without any additional fee.

If a participant is not satisfied with the results from the assessment, he/she may have a second 1-day assessment with at least 2 exam mediations assessed by at least 2 independent assessors, who have not been part of their basic training.

In case the participant is not able to cover the requirements we are not able to certify him/her.

If the participant has any other complaints or dissatisfaction with the course, the provider or a trainer, we shall explore the case and the needs and work for a mutually acceptable solution.

If the participant is not satisfied by the result, the general rules of the Bulgarian civil law apply depending on the type of the complaint.