

Learner Written Assessment Feedback Form

Course Title: Mediation Practitioner's Certificate		Learner Group: (Date & Location)	
Learner Name:	Date of course:	Submission Deadline: (For handing in written work post-course)	
Assessor's Name:		Date of Assessment:	
Moderator's Name:		Date of Moderation:	

Comments:	
Learning Outcome 1	
Learning Outcome 2	
Learning Outcome 3 Learning Outcome 4	
Learning Outcome 5 Learning Outcome 6	

Final Summary	
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Re-submission work required:	Date Required by:

Date:	Action	Assessor's Signature:

Final Comments (to be completed following re-submission):

Assessor's Signature:	Date:

On Course Skills Assessment Form: Mediation Practitioner's Certificate

Learner Name:

Performance Indicator	Criteria achieved (Yes/Yet to achieve)	Example Tutor's Comments
Manage the structure and time-keeping of the meeting	Yes	Made introductions – initial pace was very quick, however after feedback took this on board and set a comfortable pace Explored the client's situation Explained clearly about mediation, again can afford to slow down with explanations
Listen to clients and build rapport	Yes	Greeted clients and introduced themselves. Used a range of active listening skills when hearing the 'clients' circumstances, feelings, and priorities, the use of reflecting skills became more evident as the scenarios progressed. Summarising skills were evident throughout Encouraged the client to explain and explore, can afford to allow more time for client to share their story. Used questions which help to support and clarify, strong in this area, remembering it is important to avoid leading the client
Give and collect information	Yes	Explained the purpose, process, role, and boundaries of mediation in a way that the client would understand Managed the clients expectations and concerns, picked up the confidentiality concern and gave reassurance Accurately identified issues suitable for mediation, was able to chunk down to the interests of the client
Express empathy	Yes	Reflected back to the client in an acknowledging and impartial manner Identified and clarified with the client, an accurate understanding of the issues Can afford to explore the feelings and impact of the situation more with the client
Work with a co-mediator (where applicable)	Yes	Shared the mediator interventions appropriately, this improved as the role play progressed Gave other mediators constructive feedback on the effectiveness of their communications and actions Received feedback openly from others and was able to apply this during the role plays Recorded observations of learning by structured reflection, was able to reflect verbally in discussions
Contribute to creating a helpful, productive and safe environment	Yes	Was able to set the scene for the session in a way that encouraged the parties to take part. Can afford to slow down in pacing and set an even more positive tone for the session

Manage the structure and facilitated the joint meeting	Yes	<p>Managed the welcome and introduction of the joint meeting – was very quick, can afford to spend more time on boundary setting</p> <p>Managed the individual uninterrupted time, explained clearly about why this was important</p> <p>Identified the key issues accurately, very constructive with excellent summaries</p> <p>Reflected an accurate overall summary and sought agreement, very strong with this</p> <p>Helped the client to sort the issues into a workable agenda.</p> <p>Managed the process effectively and prevented premature exploration of the issues, can afford to reign in the clients more to work with the process</p>
Maintain professional objectivity	Yes	<p>Gave balanced attention to both parties</p> <p>Maintained an impartial manner throughout, avoid biased language</p> <p>Used language that was impartial and neutral, this can always be worked on to help keep the conversation constructive. It is important to use the tool of reframing to avoid emphasising negative language that could potentially cause more conflict between the clients</p>
Empower the clients to resolve their conflict	Yes	<p>Enabled a positive exchange of information between the clients</p> <p>Encouraged clients to recognise and understand the others viewpoint, reflected from each party and clarified what they meant. Asked the other party to respond to what was said</p> <p>Used a range of facilitation skills to move the process forward, including summarising, reframing and conversation management. Can afford to use silence more to allow people to think and process what is happening</p> <p>Could have encouraged parties to have more direct exchange, to ensure the conversation flows between them and not just with the intervention of the mediator</p>
Manage conflict and tension	Yes	<p>Used a variety of interventions to help overcome resistance, misunderstandings and impasses</p> <p>Took assertive action to maintain safety and well being, very competent in this area</p> <p>Set and maintained boundaries on client behaviour which is likely to undermine progress, or threaten safety, could afford to do this more to ensure clients had clear expectations</p>

Tutor's Name: _____ Tutor's Signature: _____ Date: _____