

## Trainers Policy

We appoint trainers who are registered with the Civil Mediation Council (CMC) in England, AMATI registered/approved trainers are also welcome, as are IMI assessors. We look for both mediation and educational/teaching experience. For example, our lead trainer is an experienced mediator, registered with the CMC and AMATI, and was a lecturer in Higher Education for 15 years, attaining a Fellowship of the Higher Education Academy and Readership in Mediation. Over the years she has won a variety of teaching awards, and was shortlisted for the National Mediation Awards Best Trainer 2020 and has won the CIG Best Mediation Trainer 2021. This is our preferred standard.

As a minimum, we would expect trainers to have such mediation experience as to be registered with the CMC, or their jurisdictional equivalent (or demonstrably compliant with such registration requirements). We would then consider their experience in terms of years (preferably at least 3), cases undertaken in both numbers (at least 2 per year) and variety. 6 hours of mediation specific CPD must be undertaken annually.

As a minimum, we would expect trainers to have an educational background as to have successfully participated in a Train the Trainer course or have a PGCE/Vocational Assessors Qualification/equivalent or their jurisdictional equivalent (or demonstrably compliant with such qualifications). We would then consider their experience in terms of years (at least 3) and numbers of any other or similar training undertaken (at least one per year).

All trainers are expected to log reflections on their training and note any specific identification of further coverage required. Trainers meet prior to each course to review material and share reflections on previous delivery. Assessment reports are reviewed to detect any patterns of gaps in delivery that will be reported back and addressed in the next delivery. Reflections also inform mentor meetings.

Any new TCA's would be mentored in a buddy system with experienced assessors. New trainers act as observers/co-trainers with experienced lead trainers and are then observed by lead trainers (who then act as co-trainers). This is to ensure consistency of quality, in both delivery and in formative assessment to develop learning, before acting as lead trainers. The new trainers will receive performance feedback after each daily session to feedforward into the next day's training. For clarity, trainers do not conduct summative assessments due to the potential conflict of interest arising from the close working relationship; this will be conducted by independent assessors.

All trainers are subject to being evaluated by peer review. Peer review is conducted by way of co-training and co-coaching on a regular basis. Lead trainers peer review each other and external input can be sought from external sources for external moderation. Membership of AMATI assists with continuing professional development.

Feedback forms from participants will also inform reviews following completion of courses.