Guidance Document for Mediation Training Providers

Civil Mediation Council (CMC) Registered Training Courses

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1. Introduction

The Civil Mediation Council (CMC) is a leading body for promoting good practice in civil, commercial, workplace and interpersonal mediation in the UK.

As part of its mission to ensure high standards in the mediation profession, the CMC offers a Registered Training Course Scheme for organisations wishing to deliver mediation training. This scheme ensures that the training courses meet the necessary standards and competencies for mediators to practice in England and Wales.

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2. Who Can Apply?

Training providers who wish to deliver courses for the following types of mediation are eligible for registration:

- Civil and Commercial Mediation
- Workplace Mediation
- Interpersonal Mediation

If you have an existing CMC membership to be a CMC Registered Service Provider, Community Mediation Provider, Organisation Friend Membership or Academic Membership you will not have to pay the full Training Provider registration fee. Please contact applications@civilmediation.org for more information.

3. Registration Requirements

Course Content & Structure

The CMC has set out the following minimum requirements for accredited mediation training courses:

- Course Duration:
    - Minimum of 40 hours of face-to-face tuition and roleplay (excluding breaks).
    - Additional pre-course and post-course reading is expected.

- Content:
    - The course must cover mediation theory, negotiation skills, and mediation practice, including ethics, confidentiality, and neutrality.
    - The course must include at least 50% coached roleplays.
    - Appendix Two sets out the differentials that apply to the three different courses.
- Class Size:
    - The maximum number of delegates per course should be 27 with a ratio of trainer: delegate of 1:9

Course Assessment

Training providers must assess participants' competencies during the course. This assessment must include:

- At least one formal assessment of at least 90 minutes per delegate, by an assessor who is separate from the trainer. The assessor must be a CMC Registered Mediator or CMC Fellow.
- Assessment Criteria include:
    - Creating a safe, neutral environment for mediation.
    - Clear understanding of confidentiality, neutrality, facilitation, and the principle of party determination.
    - Ability to explore issues, manage parties, listen actively and progress toward resolution using negotiation.
    - Ability to manage ethical issues, including conflicts of interest
- Moderation Criteria can be found at Appendix Three

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4. Administrative Requirements

Internal Complaint Handling

Training providers must have a clear and published complaint-handling procedure that meets CMC standards.

- There must be an internal appeals process in place for delegates to appeal the outcome of their assessment.
- Any complaints must be investigated and resolved within a specified time.

Good Standing

Providers must ensure that key personnel involved in the management of the course meet CMC Criteria for Good Standing, which includes:

- No serious legal or ethical violations in the past five years (e.g., criminal convictions, bankruptcy, misconduct). Full details in application form.

Administrative Setup

Providers must maintain proper records and administrative processes for:

- Handling enquiries and registrations.
- Managing course fees and billing.

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5. Registration and Renewal

- Initial Registration and Annual Renewal
  Providers must apply for initial registration and subsequent annual renewal via the CMC's online portal.
- Payment Terms:
  Annual fees are due upon receipt of the invoice. A 4-week grace period is provided before course listings are removed from the CMC website for non-payment.

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6. Training course Standards – CMC Moderations

- Meeting CMC Standards:
  A training provider will be required to evidence that their training course meets CMC training course standards.
- Newly CMC Registered courses will be moderated in their first year of registration, and all courses will be moderated at least once every 2 years (See Appendix Three)

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7. Use of "CMC Registered Training Course" Branding

Training providers delivering a CMC Registered Training course may use the phrase "CMC Registered Training Course" in their promotional materials, including advertising and course literature.

- Use of the CMC logo or use of the registered phrase 'CMC Registered Training Course' must be used appropriately and in accordance with the CMC branding guidelines
- Providers should also be aware that unauthorised use of the "CMC Registered Training Course" title is strictly prohibited.

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8. Confidentiality of Training Course Materials

CMC ensures that course information provided by applicants will be handled in confidence and may only be shared with CMC Secretariat, CMC Mediation Standards Board and CMC Moderation Group.

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9. Application and Registration Process

How to Apply:

1. Complete the application form available on the CMC website (Membership & Registration — Civil Mediation). See Appendix One
2. Submit your application through the online portal (no payment is required at this stage)
3. Your application will then be reviewed and we aim to complete this review within 4 weeks.
4. If additional information or clarification is required, the CMC will contact you. It is possible that a further review will be carried out by the CMC Mediation Standards Board, which may extend the review period.
5. An invoice will be sent upon successful completion of the application.

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10. Contact Information

For questions or assistance with the application process, please contact the CMC Secretariat at:
Email: applications@civilmediation.org
Website: www.civilmediation.org

Tel: 01707 594104

Conclusion

By following these guidelines, training providers can ensure they meet the CMC's standards for mediator training courses. Registration with the CMC is a mark of credibility and professionalism within the mediation community, reinforcing the commitment to upholding high standards and ethical practice in the mediation profession.

Appendix One : Application Form Questions

Below is a summary of the questions you will be asked when completing the online application form.

1. Organisation Information

- **1.1** Name of Organisation:
- **1.2** Key Contact First Name:
- **1.3** Key Contact Surname:
- **1.4** Address Lines (Street Address, Building, Suite, etc.):
- **1.5** Town / City:
- **1.6** County:
- **1.7** Postcode:
- **1.8** Country:
- **1.9** Telephone:
- **1.10** Email Address:
- **1.11** Website:
- **1.12** LinkedIn
- **1.13** X (formally Twitter)

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2. CMC Website Publication

- **2.1** We are applying to register our *civil & commercial / workplace / interpersonal mediation* skills training course
- **2.2** Organisation name to be published on the CMC Website
- **2.3** Website to be published on the CMC Website:

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3. Criteria for Good Standing

- **3.1** We confirm we have read the CMC's Criteria for Good Standing and have no declaration to make in respect of our key personnel. Key personnel are those involved in the management and running of the organisation. (Yes/No)
- **3.2** We have a Good Standing declaration to make and attach the details for your consideration. (Yes/No)

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4. Complaints & Feedback Systems

- **4.1**
- We confirm our written CHP is: 1) Easily accessible and set out clear stages, timescales, and points of contact. 2) Clearly signposted to potential mediation participants at the outset of the mediator's appointment. 3) Published on our website.
- We confirm complaints will be acknowledged promptly and in writing, normally within 7 calendar days of receipt.
- We confirm a substantive written response will be provided within 28 calendar days of acknowledgement. Where a full response cannot be given within this period, the complainant should be informed of the reasons for delay and provided with an updated timeframe.
- We confirm a person of appropriate seniority, independent of the matter complained of wherever possible, should be responsible for reviewing and responding to complaints. The investigation should, wherever possible, be undertaken by a person who has had no prior involvement in, or connection with the matters complained of.
- We confirm our CHP will include a statement to the effect that: At the conclusion of the complaints-handling process, a complainant may, in certain circumstances, refer the matter to the Civil Mediation Council (CMC). Such referrals are considered having regard to whether the matters raised could amount to Serious Professional Misconduct and could thereby meet the requisite high threshold of seriousness. Please note that, as a CMC referral relates only to matters which could give rise to Serious Professional Misconduct, this is not a route to compensation, redress, or resolution, and cannot be used to appeal, change, or otherwise alter or overrule the outcome of a CHP. Further information is available at: www.civilmediation.org/concerns (Yes/No)
- **4.2** We confirm we keep written records of complaints. (Yes/No)
- **4.3** We confirm we have a feedback system in place under which we invite, receive, assess, and review all comments from delegates and staff. (Yes/No)

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5. Insurance

- **5.1** We confirm and attach our professional indemnity insurance cover of not less than £1,000,000. (Or, if carrying out work involving sums exceeding this amount, we have appropriate additional insurance cover in place.) (Yes/No)
- **5.2** We confirm we have appropriate public liability and employers' liability cover in place as appropriate.

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6. Administrative Arrangements

- **6.1** We confirm we have access to suitable and sufficient administrative arrangements that are proportionate for the workload we undertake. (Yes/No)

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7. Data Protection

- **7.1** We have contacted the Information Commissioner's Office (ICO) and we do need to be registered as a data controller. (Yes/No)
- **7.2** Our Information Commissioner's Office (ICO) registration number is: _____

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8. Course Information

- **8.1** The title of our training course is:
- **8.2** This training course is for (e.g., civil/commercial mediators, workplace mediators or interpersonal mediators):

For existing training providers:

- **8.3** Our organisation has offered this course (or a course substantially equivalent to it) for the following duration:
- **8.4** Here is a schedule for the courses run over the last 2 years, including how many delegates attended:

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9. Course Updates for Renewals

- **9.1** There have been no changes made to this training course since the last CMC assessment. (Yes/No)
- **9.2** If there have been changes to the course, please provide details:

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10. Course Materials - You will be required to upload the following:

- **10.1** Your training course programme, assessment forms, instructions to trainers and assessors, publicity materials, or any other material that will assist in the assessment of the course and its content.
- **10.2** A course timetable

11. Course Delivery and Content

- **11.1** We intend to run our training courses (please indicate frequency, e.g., monthly, quarterly)
- **11.2** We indicate by reference to pages or passages in the material supplied that this course includes training in:
    - Ethics
    - Mediation Theory
    - Mediation Practice
    - Negotiation
    - Self-determination of mediation outcome.
    - Active Listening
- **11.3** We confirm that the maximum classroom/lecture number is 27 delegates and that the faculty/participant ratio averages 1:9. (Yes/No)

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12. Assessment Information

- **12.1** The following information details how and when we assess the delegates and the duration of our assessments.
- **12.2** We confirm that the assessment criteria conform to the requirements for course registration. (Yes/No)
- **12.3** We confirm the assessors that we use are CMC Registered Mediators/ Fellows (please list names).

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13. Trainers' Information

- **13.1** Please see the list of trainers we use in our course.
- **13.2** Please see the CVs for our mediation trainers which identify their level of experience and areas of mediation work undertaken.

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14. Marketing Preferences

- **14.1** I am interested in receiving marketing about:
    - CMC Events
    - Mediation Resources
    - Other:

15. Terms and Conditions

- **15.1** I confirm I have read and agree to the CMC's Terms and Conditions (Yes/No)

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16. Additional Documentation

- **16.1** We confirm that if requested by the CMC, we will provide further documentation in support of our application on a confidential basis. (Yes/No)

Appendix Two

Expectations for Different Categories of Mediation Training

1. Basic Expectations for All Mediation Training

All mediation training programmes would be expected to demonstrate that participants develop:

- Competence in applying structured mediation processes
- Advanced skills in active listening, empathy, and emotional regulation
- Cultural awareness
- Ability to conduct reality testing, option development, and settlement analysis while maintaining professional neutrality
- Capacity to manage complex, multi-issue and/or multi-party disputes
- Awareness of the various aspects of confidentiality, including its importance and limits
- Professional requirements and ethical practice
- Ability to adapt the mediation process to support neurodivergent participants.

2. Additional Expectations for Civil / Commercial Mediation Training

A civil or commercial mediation training program would be expected to develop:

- Knowledge of the legal and procedural context in which civil and commercial disputes arise, including litigation pathways and alternative dispute resolution frameworks
- Understanding of commercial drivers, risk assessment, and cost–benefit considerations relevant to negotiated settlements
- Awareness of negotiation strategies and techniques
- Skills in mediating disputes involving legal representatives, insurers, and other professional advisers
- Consideration of the appropriate use of evaluative or directive interventions
- Awareness of issues relating to authority to settle, confidentiality, and enforceable outcomes

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3. Additional Expectations for Workplace Mediation Training

A workplace mediation training program would be expected to develop:

- Understanding of organisational structures, workplace power dynamics, and systemic influences on conflict
- Awareness of the interface between mediation and HR policies, grievance procedures, and formal complaint processes
- Skills in mediating disputes where parties have an ongoing working relationship
- Competence in addressing interpersonal and behavioural conflict within a professional context
- Ability to manage disputes involving power imbalance, role authority, and vulnerability
- Techniques for supporting effective communication, accountability, and future-focused agreements
- Knowledge of relevant workplace standards, including duty of care, procedural fairness, and confidentiality
- Clarity regarding mediator role boundaries when working alongside management, HR, and representative bodies

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4. Additional Expectations for Interpersonal Mediation Training

An interpersonal mediation training program would be expected to develop:

- Understanding of mediation approaches that prioritise party empowerment and mutual recognition
- Capacity to work effectively with high emotion, values-based conflict, and personal narratives
- Skills in facilitating dialogue, understanding, and relationship repair
- Awareness of psychological influences and reactions to conflict
- Sensitivity to identity, community, and lived experience
- Ability to support parties to develop self-determined outcomes, which may or may not include formal agreements

- Awareness of ethical considerations when mediating disputes involving personal relationships and boundaries

5. Additional Expectations for Specialist Mediation Training

Where a training program claims specialist focus, it should be able to clearly articulate how its learning outcomes, assessment methods, and practice components align with the dispute contexts for which it is preparing mediators.

- Specialist mediation training programmes should demonstrate clear alignment between the nature of the disputes addressed and the knowledge, skills, and professional judgement developed through the course.

Appendix 3

CMC Assessment Criteria for Moderation of Training Courses by Reviewing Video Assessments of Recently Trained Candidates

1. Introduction to the Moderation Process

The CMC has drawn up assessment criteria for candidates who have completed a course with an approved training provider and are wishing to become a CMC Associate mediator.

These criteria will also be used to moderate training providers so that they can demonstrate they have covered all the necessary skills and competencies in their training course. **The CMC is not assessing individual candidates and cannot therefore influence whether an individual passes a training course or not.**

The CMC is looking for the training providers to demonstrate they have covered the criteria below to ensure that their candidates are able to prepare, set up and conduct mediations to the standard recognised for becoming a CMC Associate mediator. It is within the providers discretion to use their own assessment methods to assess their candidates or to use this document as a template.

Independent CMC Moderators will randomly review assessment videos from a course (or watch in person assessments). Moderation is-not for the purpose of accrediting the delegate, which is the role of the training provider, but to ensure the training programme meets the Moderated Base-Level Criteria.

Below are the CMC Registered Training Courses which are subject to moderation:

- Civil and Commercial Mediation
- Workplace Mediation
- Interpersonal Mediation

2. PROPOSED BASIS OF REVIEWS (AND ASSESSMENTS)

The CMC Moderators wish to review assessments in a way that is common and fair for all courses. They will work on the basis outlined in this document in order to achieve this.

Training Course Providers may either wish to follow a similar structure with their assessments or to explain to the moderators how their assessment process is meeting the Moderated Base-Level Criteria.

The CMC Moderator will keep this explanation in mind when reviewing an assessment. The CMC understands that some flexibility is required due to providers having their own proprietary assessment methodology.

The CMC Moderators work in the following way:

- Each of the competencies are put into their relevant skill set.

- Each skill set is assessed to provide an overall score.
- Where a breach of fundamental mediation principles is seen, such as partiality on the part of the candidate acting in the role of mediator, the moderator will note this as a 'red flag'.
- For the candidate's assessment to meet the moderated standard they must achieve Level 3 Competent, or above, in all the skill sets and not have had a 'red flag'.

The moderators are asked to look at the specific competencies under each skill set and mark the box beside with 'Y', 'N or 'NA'.

They are then asked to give an overall score for that skill set. The skills have different scores attached to them. In each skill set there is a space to record a score out of the specific total, together with an indication of the minimum score necessary to reach competency.

Once they have marked all the competencies in the relevant skill sets, they enter the totals into the Overall Assessment box and add them up to provide a total score. This total can then be used to determine an overall rating from the following range:

5 Exceptional 4 Very Good 3 Competent 2 Working Towards 1 Unsatisfactory

The Comments boxes can provide feedback on the candidate on competencies that they have demonstrated well and those that were lacking or could be improved. However, as the purpose of the moderation is to review training standards, rather than assess candidates, feedback is generally given regarding the overall assessment outcome and next steps if the candidates have not scored as competent.

Civil and Commercial Mediation Training Courses

The skill sets are:

A. Managing the Mediation Process

A1 Pre-Mediation Preparation

A2 Opening Meeting

A3 Private Meetings

A4 Exploring Options and Securing Agreement

B. Managing People and Relationships

This Civil and Commercial moderation form has been designed in the expectation that two mediators would participate in any single role play with one mediator taking responsibility for the first half of the meeting (i.e. demonstrating Skills Sets A1, A2, A3 and B) and the second mediator for the latter part of the meeting (demonstrating Skill Sets A3, A4 and B).

We recognise that a similar outcome in terms of showing development of a mediation can be achieved by starting a roleplay somewhat later in the mediation process where there are not two mediators.

- ***The moderator needs to see the whole process.***

- Videos should be submitted randomly – this can be done by the provider supplying the CMC/Lead Moderator with a list of attendees at the start of the course so that videos can be requested for specific candidates.

- The moderators will view video/s **of at least 90 minutes per delegate**.

- The assessment recordings of **two** delegates must be submitted.

<u>Notes</u>

- The moderator reviews the assessment using the standard moderation form. They will use their subjective judgement to decide whether the candidate has scored as competent.
- Some skills will not be demonstrated when mediators are working online and these are indicated in the tables below.
- These are minimum standards for levels of assessment. Training providers may have higher levels of assessment.

CIVIL AND COMMERCIAL Moderation Form

Training Organisation_____

Delegate name _____

Red flags? YES/NO **A red flag will automatically mean the candidate has not met the required competency.**	**IF Yes, please detail below**

A Management of the Mediation Process

A1. Pre-mediation Preparation

1. Respectful appearance and manner		**2. Familiarity with the case/comfort with the subject matter**	
3. Organise Seating /Fire exit/alarms toilets/use of confidential rooms/breakout rooms		**4. Flip Chart, Pens paper etc /or use of online flip chart if appropriate**	
5. Refreshments available		**6. Consider suitable breaks**	
Score: _ _ **/ 6** (minimum score to reach competency = 4)			
Comments			

A2. Opening Meeting

1. Introductions and Welcome		**2. Check preferred names**	
3. Explain mediator role (incl. impartiality, no advice, non-judgemental, independence)		**4. Explain confidentiality**	
5. Explain voluntariness		**6. No imposed settlement**	

7. Explain non-binding agreement until signed		**8. Explain process (incl. private / joint sessions)**	
9. Timings. Check any time constraints		**10. Ground rules**	
11. Check Agreement to Mediate signed		**12. Check Authority to settle**	
13. Managing interruptions		**14. Create safe environment where each party can speak in turn**	
15. Hear initial statements **This could take place in private meeting*		**16. Clarify issues for mediation** **This could take place in private meeting*	
Score: _ _ **/ 16** (minimum score to reach competency = 12)			
Comments:			

A3. Private Meetings

1. Hear initial statements **Might have taken place at opening*		**2. Clarify issues for mediation** **Might have taken place at opening*	
3. Check reflections from joint meeting		**4. Explore issues between parties**	
At start of <u>every</u> meeting (where appropriate):			
5. Summarise agreed messages from other party		**6. Check understanding and invite response**	
At the close of <u>every</u> meeting (where appropriate):			
7. Clearly summarise the points discussed		**8. Manage/Reinforce confidentiality**	
9. Clarify points to share with other party/ Permission to disclose		**10. Identify any tasks to undertake while on their own**	
Score: _ _ **/ 10** (minimum score to reach competency = 7)			
Comments			

A4. Exploring Options and Securing Agreement

1. Explore options which had not previously been considered with parties		**2. Coach parties on how to present offers.**	
3. Encourage the parties to see a win-win outcome.		**4. Assist parties who are deadlocked to consider underlying interests**	
5. Help parties to understand the consequences of their offers.		**6. Explore BATNA and WATNA positions with the parties.**	
7. Support parties to move forward while being able to save face		**8. Reality test proposed agreements**	
9. Clarify proposed agreements, action points, next steps and responsibilities		**10. End meeting at appropriate time**	
Score: _ _ **/ 10** (minimum score to reach competency = 7)			
Comments			

B Managing People

People Skills			
1. Active Listening (eye contact; giving attention; summarising understanding)		**2. Rapport building with people from differing backgrounds**	
3. Show interest, empathy and respect without sympathy or favouritism		**4. Identify emotions and manage them**	
5. Manage power imbalances / ensures equal opportunity for participation		**6. Explore and understand any disabilities / specific needs and make appropriate adjustments**	
7. Reframing / repackaging		**8. Effective use of silence**	
9. Manage difficult and inappropriate behaviour		**10. Support parties to use the process effectively by explaining the**	

		process clearly, coaching and managing expectations	
Questioning Skills			
11. Use open and closed questions, to develop understanding and resolution		**12. Select the correct questions at the right time**	
13. Use hypothetical and/or challenging questions to test reality, assumptions and solutions		**14. Avoid cross-examination, repetitive questions**	
General Skills			
15. Control the process discreetly whilst allowing parties to express their views		**16. Manage the pace of the process to suit the parties**	
17. Pick up on verbal and non-verbal signs to identify issues or potential settlement options		**18. Show appropriate mixture of professionalism and empathic understanding**	
19. Show a positive attitude with appropriate levels of enthusiasm and energy		**20. Match body language and wording**	
Score: _ _ **/ 20** (minimum score to reach competency = 14)			
Comments:			

Overall Assessment

	Minimum Score	Rating
A1 Pre-Mediation Preparation	4	
A2 Opening Meeting	12	
A3 Private Meetings	7	
A4 Exploring Options and Securing Agreement	7	
B Managing People and Relationships	14	
Overall score (as 2 points duplicate across A2 and A3)	**42**	

Overall Rating				
5 Exceptional	**4 Very Good**	**3 Competent**	**2 Working Towards**	**1 Unsatisfactory**
Total score = 54 or more	Total score = 47 – 53	Total score = 42 – 46	Total score = 32 – 41	Total score = 31 or less

If the Moderator has scored the candidate as 'below' the level of competent, please provide a summary of the areas of development for the Training provider

Moderator: **Date:**

Comments from Lead Moderator

Workplace Mediation Training Courses

The skill sets are:

A. Managing the Mediation Process

A1 Pre-Mediation Preparation

A2 Managing the Meeting

A3 Exploring Options and Securing Agreement

B. Managing People and Relationships

The Workplace moderation form has been designed in the expectation that one or two mediators would participate in any single role play. Where two mediators are involved we would expect to see both mediators actively engaging in the mediation to demonstrate the minimum competencies.

- ***Ideally the moderator needs to see the whole process.***

- Videos should be submitted randomly – this can be done by the provider supplying the CMC/Lead Moderator with a list of attendees at the start of the course so that videos can be requested for specific candidates.

- The moderators will view video/s of **at least 90 minutes per delegate**.

- The assessment recordings of **two delegates** must be submitted.

Notes

- The moderator reviews the assessment using the standard moderation form. They will use their subjective judgement to decide whether the candidate has scored as competent.
- Some skills will not be demonstrated when mediators are working online and these are indicated in the tables below.
- These are minimum standards for levels of assessment. Training providers may have higher levels of assessment.

WORKPLACE Moderation Form

Training Organisation:……

Delegate name ……..

Red flags? YES/NO **A red flag will automatically mean the candidate has not met the required competency.**	**IF Yes, please detail below**

A Management of the Mediation Process

A1. Pre-mediation Preparation

1. Respectful appearance and manner		**2. Understanding of the mediator role boundaries when working alongside management, HR, and representative bodies**	
3. Organise Seating /Fire exit/alarms toilets/use of confidential rooms/breakout rooms		**4. Flip Chart, Pens paper etc /or use of online flip chart if appropriate**	
5. Refreshments available		**6. Consider suitable breaks**	
Score: _ _ **/ 6** (minimum score to reach competency = 4)			
Comments			

A2. Managing the meeting

1. Introductions and Welcome		**2. Check preferred names**	
3. Explain mediator role (incl. impartiality, no advice, non-judgemental, independence)		**4. Explain confidentiality**	

5. Explain voluntariness		**6. No imposed agreements**	
7. Timings. Check any time constraints		**8. Explain process (incl. private / joint sessions)**	
9. Check Agreement to Mediate signed		**10. Ground rules**	
11. Create safe environment where each party can speak in turn		**12. Hear initial statements**	
13. Managing interruptions		**14. Clarify issues for mediation**	
15. Agree agenda		**16. Using the stages of mediation to manage the meeting**	
17. Support the parties to engage with each other		**18. Check understanding and invite response**	
19. Manage/Reinforce confidentiality		**20. Mediate in a way that supports the ongoing working relationship where appropriate**	
Score: _ _ **/ 20** (minimum score to reach competency = 16)			
Comments:			

A3. Exploring Options and Securing Agreement

1. Help the parties to explore options which had not previously been considered		**2. Encourage the parties to see a win-win outcome**	
3. Need for caucus – considered and applied where applicable		**4. Assist parties who are deadlocked to consider underlying interests**	
5. Help parties to understand the consequences of their offers		**6. Explore BATNA and WATNA positions with the parties**	

7. Support parties to move forward while being able to save face		**8. Reality test proposed agreements**	
9. Clarify proposed agreements, action points, next steps and responsibilities		**10. End meeting at appropriate time**	
Score: _ _ **/ 10** (minimum score to reach competency = 7)			
Comments			

B Managing People

People Skills			
1. Active Listening (eye contact; giving attention; summarising understanding)		**2. Rapport building with people from differing backgrounds**	
3. Show interest, empathy and respect without sympathy or favouritism		**4. Identify emotions and manage them**	
5. Manage power imbalances / ensures equal opportunity for participation		**6. Explore and understand any disabilities / specific needs and make appropriate adjustments**	
7. Reframing		**8. Effective use of silence**	
9. Manage difficult and inappropriate behaviour		**10. Support parties to use the process effectively by explaining the process clearly and managing expectations**	
Questioning Skills			
11. Use open and closed questions, to develop understanding and resolution		**12. Select the correct questions at the right time**	
13. Use hypothetical and/or challenging questions to test reality, assumptions and solutions		**14. Avoid cross-examination, repetitive questions**	

General Skills			
15. Control the process discreetly whilst allowing parties to express their views		**16. Manage the pace of the process to suit the parties**	
17. Pick up on verbal and non-verbal signs to identify issues or potential settlement options		**18. Show appropriate mixture of professionalism and empathic understanding**	
19. Show a positive attitude with appropriate levels of enthusiasm and energy		**20. Match body language and wording**	
Score: _ _ **/ 20** (minimum score to reach competency = 14)			
Comments:			

Overall Assessment

	Minimum Score	Rating
A1 Pre-Mediation Preparation	4	
A2 Beginning the Joint meeting	16	
A3 Exploring Options and Securing Agreement	7	
B Managing People and Relationships	14	
Overall score (as 2 points duplicate across A2 and A3)	**39**	

Overall Rating				
5 Exceptional	**4 Very Good**	**3 Competent**	**2 Working Towards**	**1 Unsatisfactory**
Total score = 54 or more	Total score = 49 – 53	Total score = 39 – 48	Total score = 32 – 38	Total score = 31 or less

If the Moderator has scored the candidate as 'below' the level of competent, please provide a summary of the areas of development for the Training provider

Moderator _ _ _ _ _ _ _ _ _ _ _ _ **Date**

Comments from Lead Moderator

Interpersonal Mediation Training Courses

The skill sets are:

C. Managing the Mediation Process

A1 Pre-Mediation Preparation

A2 Managing the Meeting

A3 Exploring Options and Securing Agreement

D. Managing People and Relationships

The Interpersonal moderation form has been designed in the expectation that one or two mediators would participate in any single role play. Where two mediators are involved we would expect to see both mediators actively engaging in the mediation to demonstrate the minimum competencies.

- ***Ideally the moderator needs to see the whole process.***

- Videos should be submitted randomly – this can be done by the provider submitting all available videos for the moderation to select from **or by** supplying the CMC/Lead Moderator with a list of attendees at the start of the course so that videos can be requested for specific candidates.

- The moderators will view videos of at least 90 minutes per delegate.

- The assessment recordings of two delegates must be submitted.

<u>Notes</u>

- The moderator reviews the assessment using the standard moderation form. They will use their subjective judgement to decide whether the candidate has scored as competent.
- Some skills will not be demonstrated when mediators are working online and these are indicated in the tables below.
- These are minimum standards for levels of assessment. Training providers may have higher levels of assessment.

INTERPERSONAL MEDIATION Moderation Form

Training Organisation:……

Delegate name ……..

Red flags? YES/NO **A red flag will automatically mean the candidate has not met the required competency.**	**IF Yes, please detail below**

A Management of the Mediation Process

A1. Pre-mediation Preparation

1. Respectful appearance and manner		**2. Familiarity with the case/comfort with the subject matter**	
3. Organise Seating /Fire exit/alarms toilets/use of confidential rooms/breakout rooms		**4. Flip Chart, Pens paper etc /or use of online flip chart if appropriate**	
5. Refreshments available		**6. Consider suitable breaks**	
Score: _ _ **/ 6** (minimum score to reach competency = 4)			
Comments			

A2. Managing the meeting

1. Introductions and Welcome		**2. Check preferred names**	
3. Explain mediator role (incl. impartiality, no advice, non-judgemental, independence)		**4. Explain confidentiality**	
5. Explain voluntariness		**6. No imposed agreements**	
7. Timings. Check any time constraints		**8. Explain process (incl. private / joint sessions)**	
9. Check Agreement to Mediate signed		**10. Ground rules**	

11. Create safe environment where each party can speak in turn		**12. Hear and manage initial statements**	
13. Manage interruptions		**14. Clarify issues for mediation**	
15. Agree agenda		**16. Using the stages of mediation to manage the meeting**	
17. Support the parties to engage with each other		**18. Check understanding and invite response**	
19. Manage/Reinforce confidentiality		**20. Effective co-mediating (where included)**	
Score: _ _ **/ 20** (minimum score to reach competency = 16)			
Comments:			

A3. Exploring Options and Securing Agreement

1. Help the parties to explore options which had not previously been considered		**2. Encourage the parties to see a win-win outcome**	
3. Need for caucus – considered and applied where applicable		**4. Assist parties who are deadlocked to consider underlying interests and needs**	
5. Ability to support parties to develop self-determined outcomes, which may or may not include formal agreements		**6. Explore BATNA and WATNA positions with the parties**	
7. Support parties to move forward while being able to save face		**8. Reality test proposed agreements**	
9. Clarify proposed agreements, action points, next steps and responsibilities		**10. End meeting at appropriate time**	
Score: _ _ **/ 10 (**minimum score to reach competency = 7)			
Comments			

B Managing People

People Skills			
1. Active Listening (eye contact; giving attention; summarising understanding)		2. Rapport building with people from differing backgrounds	
3. Show interest, empathy and respect without sympathy or favouritism		4. Identify emotions and manage them effectively	
5. Manage power imbalances / ensures equal opportunity for participation		6. Explore and understand any disabilities / specific needs and make appropriate adjustments	
7. Reframing		8. Effective use of silence	
9. Manage difficult and inappropriate behaviour		10. Demonstrate sensitivity to identity, community and lived experience	
Questioning Skills			
11. Use open and closed questions, to develop understanding and resolution		12. Select the correct questions at the right time and avoid cross-examination and repetitive questions	
13. Use hypothetical and/or challenging questions to test reality, assumptions and solutions		14. Facilitate discussion that supports the potential of ongoing relationships	
General Skills			
15. Control the process discreetly whilst allowing parties to express their views		16. Manage the pace of the process to suit the parties	
17. Pick up on verbal and non-verbal signs to identify issues, common ground and potential agreements		18. Show appropriate mixture of professionalism and empathic understanding	

19. Show a positive attitude with appropriate levels of enthusiasm and energy		**20. Demonstrate ability to work effectively with high emotion, values-based conflict, and personal narratives**	
Score: _ _ **/ 20** (minimum score to reach competency = 14)			
Comments:			

Overall Assessment

	Minimum Score	Rating
A1 Pre-Mediation Preparation	4	
A2 Beginning the Joint meeting	16	
A3 Exploring Options and Securing Agreement	7	
B Managing People and Relationships	14	
Overall score (as 2 points duplicate across A2 and A3)	**39**	

Overall Rating				
5 Exceptional	**4 Very Good**	**3 Competent**	**2 Working Towards**	**1 Unsatisfactory**
Total score = 54 or more	Total score = 49 – 53	Total score = 39 – 48	Total score = 32 – 38	Total score = 31 or less

If the Moderator has scored the candidate as 'below' the level of competent, please provide a summary of the areas of development for the Training provider

Moderator _ _ _ _ _ _ _ _ _ _ _ _ **Date**

Comments from Lead Moderator
