

A guide to Advanced Mediation Accreditation assessment



Resolution Institute offers two levels of mediation accreditation:

- Resolution Institute Mediation Accreditation
- Resolution Institute Advanced Mediation Accreditation

Pre-requisites to assessment

- Already holds Resolution Institute Mediation accreditation
 - *In some cases this can be granted as 'experience qualified' based on your training and other qualifications and experience.*
- Adequate proof of completion of 250 hours of mediation/dispute resolution practice in the 3 years immediately prior to application.
- Written evaluations of at least 10 parties or their advisors that the practitioner's conduct of the process has demonstrated a high level of competence.

Professional conversation assessment

A *Professional Conversation*¹ is a structured conversation between a candidate and an assessor. Candidates provide evidence showing how they demonstrate each of the competencies for Advanced Mediation Accreditation. The following pages provide a guide for preparing for these conversations and a self-assessment tool.

- Most professional conversations for Advanced Mediation Accreditation will be conducted via SKYPE or phone conference.
- The Assessor will contact the candidate prior to assessment to answer any questions about the assessment process.
- Allow around two hours for the professional conversation.

Guidelines for evidence

Evidence refers to case studies/work situations and documents that you can use during the professional conversation to help you demonstrate the ways in which you meet the Advanced Accreditation requirements.

Case studies/work situations

Think about case studies/work situations which you can describe and refer during the professional conversation. It will probably be helpful to have between 3 and 5 case studies/work situations that

¹ Professional conversations originated from two social science methodologies: discourse analysis and behavioural interviewing. The term "Professional Conversations" is owned by Competency International Ltd and used with permission.

provide evidence for as many of the competencies as possible. It can be useful to choose the most challenging situations you have faced, as often the richest learning is from those situations that were difficult or did not go well.

Documents

Collect together documents to refer to during the professional conversation and show as appropriate to the assessor. Please remember to de-identify all documents.

Resolution Institute will not keep copies of these documents – they are for use only during the professional conversation. Resolution Institute anticipates that document evidence will mostly already exist. Resolution Institute does not anticipate that you will need to create such documents for the professional conversation.

Document evidence may include minutes, de-identified mediated agreements, performance reviews, case notes, supervisor verification, peer reviews, self-reviews, work samples, client feedback, other direct feedback, evidence from formative assessment in training and other appropriate evidence.

More information

Contact the Resolution Institute office on infonz@resolution.institute or free phone 0800 453 237

The professional conversation process

BEFORE the professional conversation

Candidates

- Self- assess against the Advanced Mediation Accreditation competencies (see pages 4 -6)
- Select case studies and collect relevant evidence to demonstrate competence (see below for *Guidelines for evidence*)



DURING the professional conversation

Candidates

- Lead the conversation, describing examples and drawing on the relevant evidence (see above) to demonstrate the competencies and standards required advanced accreditation. How you present your information is your choice. There is no right or wrong way

Assessors

- Make a recording of the conversation for purposes of moderation and review
- Ask questions as necessary so that they can assess the extent to which experience, skills, knowledge and attitudes meet competencies for advanced accreditation.
- Satisfy themselves that your evidence is **valid** (clearly relates to the competencies), **sufficient** to assess good practice and repeatability of that practice and **authentic** (a true reflection of your ability and performance).
- Communicate to candidates:
 - where sufficient evidence has been provided to meet requirements
 - where additional evidence is required to meet requirements. The evidence to be provided will be agreed.
 - where additional professional development and assessment is required. This will include:
 - a. Minor competency gaps and recommendations to address these, either before accreditation, or as a condition of accreditation,
 - b. Significant gaps in experience and/or competence which will require additional training and/or experience to meet before accreditation can be completed. Recommendations for addressing these gaps will be provided.



AFTER the professional conversation

Assessors

- Review referee's statements, speak with referees if necessary and review any additional evidence required
- Confirm the result and provide recommendations as appropriate

Resolution Institute

- Provides results and recommendations, usually at the professional conversation, or if further follow up is required, within two weeks of the professional conversation
- Stores application, recordings of professional conversations, copies of references provided and the assessment document

A candidate who disagrees with the assessment result:

- May request a review by an independent assessor, who will listen to the conversation recording and review the submitted evidence.

Preparing for your professional conversation – the Advanced Mediation Accreditation competencies

Consider the ways your previous experience contributes to you demonstrating how you meet the requirements. *Possible* questions to consider are:

What did you do? | How did you do it? | Why did you do what you did? | What models, theories, people etc. informed your actions? | What happened?..

What feedback did you receive? | What did you learn?

This worksheet is for your own preparation only – you do not need to show it to the assessor

Competency	Judgment/Performance criteria	Competent?		Your notes on comments you can make, case studies/work situations and documents you can use to show you demonstrate the advanced mediation accreditation requirements
		Yes	No	
1. Facilitate mediation processes to assist parties to reach agreements across a range of situations and contexts	<ul style="list-style-type: none"> Dispute resolution practice in more than one area Responds to the needs of parties effectively Determines and facilitates appropriate mediation practice for the parties adapting practice model to the parties and situation 			
2. Facilitate mediation processes to assist parties to reach agreements in complex environments	<ul style="list-style-type: none"> Mediates in a range of environments including some of: <ul style="list-style-type: none"> Multi-party disputes With professional advisors for parties Co-mediation Addresses the diversity of parties to mediation Adapts mediation process to cater for significant levels of high emotion, behaviour, language, posturing and conflict Manages high emotion and power imbalances 			
3. Demonstrate advanced mediation skills including using a range of communication and interpersonal	<ul style="list-style-type: none"> Identifies readiness and capacity of parties to engage in mediation Assesses and manages for risk factors 			

Competency	Judgment/Performance criteria	Competent?		Your notes on comments you can make, case studies/work situations and documents you can use to show you demonstrate the advanced mediation accreditation requirements
		Yes	No	
skills that maximise engagement and assist parties to reach optimal outcomes	<ul style="list-style-type: none"> • Uses highly effective listening, communication and questioning skills • Assimilates, interprets and processes complex and detailed information quickly and accurately • Draws on knowledge and experience of a diverse range of techniques and methods to assist parties to reach agreement • Effective at bringing mediation to a close with an appropriate agreement. 			
4. Knowledge of conflict theory	<ul style="list-style-type: none"> • Demonstrates an understanding of conflict and applies this in mediation practice 			
5. Apply specialty knowledge of relevant areas to mediation practice	<ul style="list-style-type: none"> • Understands relevant law • Applies industry/sector or professional knowledge and understanding to practice 			
6. Comply with professional and ethical principles and practices	<ul style="list-style-type: none"> • Is aware of and reflects on ethical issues in own practice • Operates within applicable codes of conduct • Operates within the boundaries of the role • Operates within personal levels of expertise and seeks advice where required • Demonstrates self-management skills to ensure personal health and well-being including: <ul style="list-style-type: none"> - Recognising the potential personal impact of the mediator's personal circumstances, values and beliefs when 			

Competency	Judgment/Performance criteria	Competent? Yes No		Your notes on comments you can make, case studies/work situations and documents you can use to show you demonstrate the advanced mediation accreditation requirements
	<ul style="list-style-type: none"> undertaking mediation <ul style="list-style-type: none"> - Undertaking regular supervision or other self-reflection on practice • Participates in relevant professional development 			
7. Contributes to the development of the mediation profession	<ul style="list-style-type: none"> • One or more of: <ul style="list-style-type: none"> - Shares knowledge and experience in his/her fields of expertise - Mentors or supports less experienced mediators - Coaches, trains or provides professional development for mediators - Co-mediation - Contributes to the development of mediation processes, practices or research - Contributes to the development of awareness of mediation and or ADR 			