



ADDITIONAL MEDIATOR ACCREDITATION

This is an additional accreditation process for mediators already recognised in another field of mediation.

Section 1: Introduction

- Overview of what the process sets out to achieve, and its place alongside existing processes for assessing mediator competence.
- Fields of mediation to which the qualification can be applied.

Section 2: Applying for Additional Mediator Accreditation

- Outline of previous experience and qualifications that must be demonstrated and requirements for applying for Additional Mediator Accreditation
- Costs of accreditation

Section 3: Submitting Evidence

- Outline of performance criteria, case work and experience required

SECTION 1: INTRODUCTION

There is increasing diversity and development in the field of mediation. Its potential as an effective form of dispute resolution is becoming more widely recognised. The SEND Additional Mediator Accreditation Scheme (AMCS) comes about as part of the work of the College of Mediators and Civil Mediation Council to encourage the recognition of mediation practice in a broad variety of contexts and to provide a single professional body for the growing number of mediators who work across several different contexts.

It is intended to provide a pathway for experienced mediators who have trained in and gained College of Mediators Accreditation or CMC Registration in one area of mediation to build on their original qualification and demonstrate their skill and knowledge in SEND mediation while acknowledging their previous attainments.

As such it will require mediators to submit evidence of their abilities specific to the new mediation context but will not require the submission of a portfolio of the length required to demonstrate generic mediation skills and knowledge.

The process builds on existing competence assessment frameworks¹ that have been in place for some time. It draws on the same standards and the same skill / knowledge base, though applicants will be asked to demonstrate selectively those aspects which are specific to their new area of work. They will need to show evidence of training specific to the new area of work, of case work experience and of ongoing supervision and reflection on their work. As with the College’s Mediator Accreditation Scheme (MAS) the first step will involve an internal assessment process conducted by the Service (see Fact Sheet 1 – College website, www.collegeofmediators.co.uk). Where a mediator operates as a sole practitioner, this will be conducted by a Supervisor or Professional Practice Consultant (PPC). The College of Mediators or CMC will then organise an external assessment to be conducted by selected members of a review panel. After successful external validation applicants will be certificated as having Additional Mediator Accreditation in SEND mediation. This qualification will satisfy the requirements of the Mediation Quality Mark in attaining competent mediator status through a recognised body.

The fields of mediation practice in which additional accreditation can be gained are:

⇒ Neighbourhood / community	⇒ Health complaints
⇒ Victim-Offender	⇒ Workplace
⇒ Peer (school based)	⇒ Employment
⇒ Special Educational Needs & Disability	⇒ Civil and commercial
⇒ Family (separating couples) ²	⇒ Consumer
⇒ Child Inclusive Mediation	⇒ Environmental
⇒ International Family Mediation	

¹ It draws on the skills, knowledge and process frameworks from both the Mediation UK Competency Scheme for Community Mediators and the LSC Competency Framework for Family Mediators

² Currently those wishing to gain recognition as a competent family mediator able to work on publicly funded cases will still need to follow the Assessment of Professional Competency Scheme outlined by the Family Mediation Council (www.familymediationcouncil.org.uk)

These will be open to revision and addition as the national mediation sector develops.

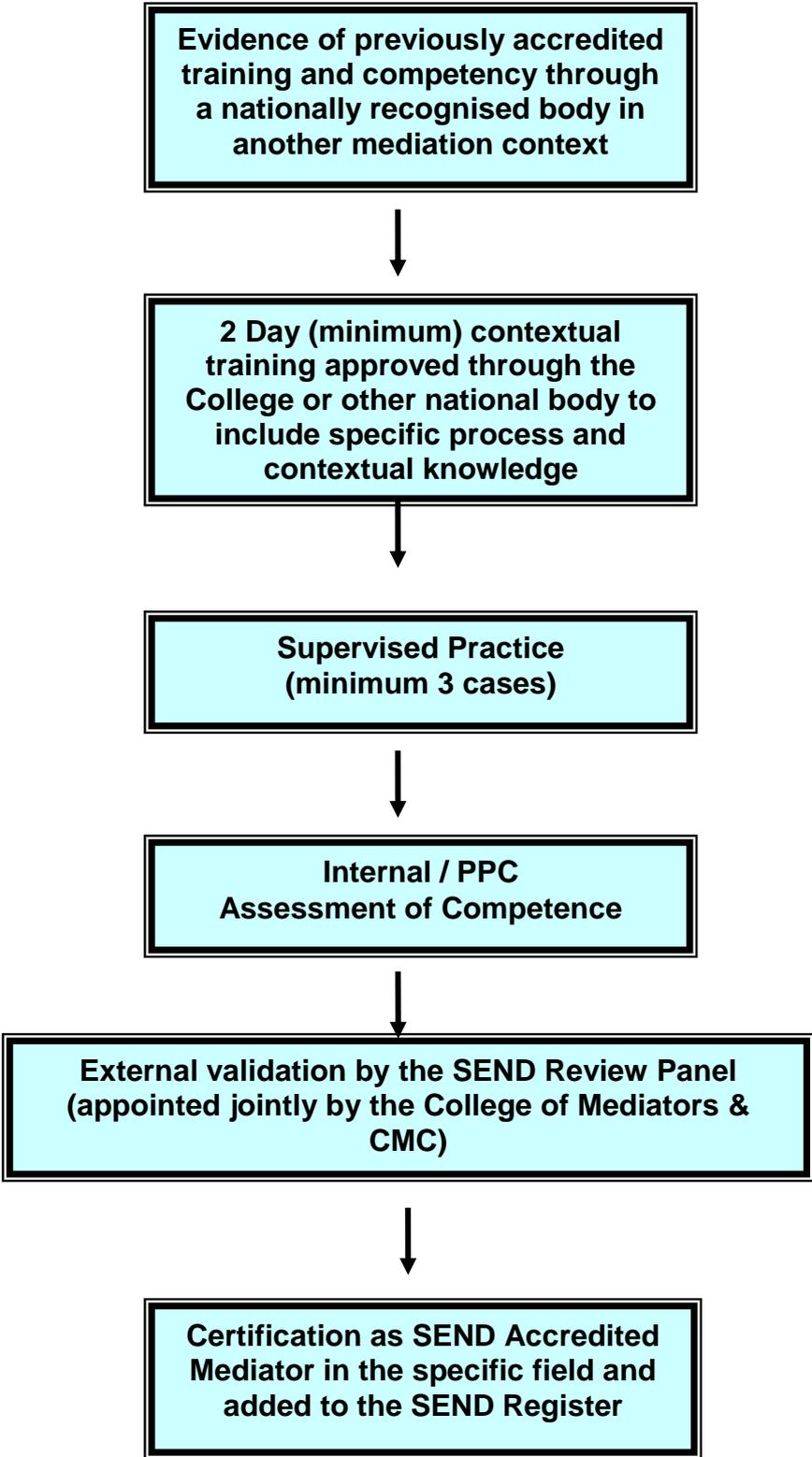
Who can apply for Additional Mediator Accreditation?

Applicants will need to show evidence of their original mediation competence assessment which will have been validated by a national body with a regulatory function. For the purposes of this scheme it is assumed that a mediator who has successfully been assessed as competent in one area will already have had to provide evidence of their training, assessment and skills, knowledge and experience based on mediating in real cases. A competence assessment awarded by one of the following bodies will therefore be automatically accepted:

- The College of Mediators
- The Civil Mediation Council
- The Family Mediation Council
- The Mediators Institute of Ireland
- The Scottish Mediation Network
- The National Open College Network

Applicants with an initial Accreditation qualification provided by an organisation other than those listed above will need to provide details of the foundation training that they attended including details of the course content, assessment criteria and a certificate of completion. They will then need to show evidence of how they have since been assessed as competent on the basis of their mediation experience since training. This will be subject to approval on an individual basis and at the discretion of the College of Mediators and Civil Mediation Council.

FLOWCHART: PASSPORT TO ADDITIONAL MEDIATOR ACCREDITATION



SECTION 2: APPLYING FOR ADDITIONAL MEDIATOR ACCREDITATION

PART 1: Evidence of Prior Mediation Experience and Qualifications

In order to apply for Additional Mediator Accreditation you will need to satisfy the following initial criteria in order to confirm your competency in your previously assessed field of mediation.

Certificates and supporting documentation from the original assessing body should be included in your application.

You will need to show that you

- ⇒ Successfully completed a foundation training in mediation which is approved by a national body with a regulatory function (see page 3)
- ⇒ Completed a period of supervised practice leading to an assessment of readiness to practice
- ⇒ Successfully completed an external assessment process, validated by a nationally recognised body, which required the submission of evidence of skills and knowledge against specific performance criteria

Costs of Applying

The cost of submitting an additional portfolio for assessment is £80 plus VAT.

Your fee should be enclosed with your application and /or you should indicate in a covering letter whether you would like an invoice to be raised.

For SEND mediators wishing to apply for an additional competency, grant funding from the DfE is available until March 2020. Please indicate in your covering letter whether you wish the College or CMC to apply for grant funding for your application.

SECTION 3: Submitting Evidence

You will also need to provide the following evidence of the transfer of your skills and the acquisition of knowledge in a new mediation context. Your application, presented in a portfolio, should include the following:

- ⇒ Evidence of training specific to the new mediation context from a training provider recognised by the College or other national regulatory body³
- ⇒ Evidence of a period of supervised practice leading to an assessment of readiness to practice
- ⇒ A minimum of three case histories
- ⇒ A contextual analysis of the mediation process in this field
- ⇒ Witness statements which verify your practice in this field

³ Family Mediation Council; Civil Mediation Council; Mediators Institute of Ireland; Scottish Mediation Network; Restorative Justice Council; Peer Mediation Network

Guidance Notes on Evidence required

Evidence of training

The training should be a minimum of 2 days in length, covering knowledge which is specific to the context and some discussion of the transfer of skills and process. Please provide a certificate with details of the training body, when the training took place and details of any assessment made on the course.

Evidence of Supervised Practice

'Supervised practice' can take a number of the following forms:

- lead working with a colleague present and /or observed practice (*essential)
- individual supervision (*essential)
- co-working with de-briefing sessions
- peer supervision
- case discussion

'Readiness to practice' is an internal assessment process conducted and recorded by the service, or, in the case of sole practitioners, conducted by their PPC, stating that the mediator is ready and able to take a lead role in their new field of mediation. Your PPC should complete a Readiness to Practice Form on the basis of having observed or co-worked with you on at least one of the two cases submitted.

Records of supervision together with the Readiness to Practice Form should be submitted with your application. You should discuss the use that you make of opportunities to reflect on your practice and the forms that this may take (eg group supervision, individual supervision, de-brief after co-working and so on). For guidance please refer to Section 4; *Evaluation and Accountability* of the Mediator Accreditation Standards.

Case Histories

These should give an anonymised, factual account of three cases in which you have taken a lead role as mediator within the last two years. Each case study should be approximately one side of A4 in length and should include

- a brief background to the case, those involved and the issues for mediation
- an account of how the case progressed (for guidance see MAS Standards 1-3)
- a summary of the outcome

Written outcomes for these cases can be included as evidence but should be fully anonymised.

Contextual Analysis

This should demonstrate

- ⇒ the effective transfer of your skills and mediation strategies from one mediation context to another
- ⇒ newly acquired contextual knowledge
- ⇒ an understanding of the similarities and differences in process and skills from one context to another

Transfer of Skills and Strategies

Using the list of skills in Appendix 1 as a reference, identify the key skills that you have particularly drawn on in this new context. Give examples of your use of these skills from your case work. This should be approximately 500-600 words in length.

Contextual Knowledge

Using the headings listed in Appendix 2 please comment on your knowledge of these areas. The subheadings are intended as pointers for discussion. This should be approximately 1000 words in length.

Understanding of similarities and differences

Please identify main similarities and differences in this and your previously assessed field of mediation, commenting particularly on

- the mediation process
- the role of the mediator and the boundaries of the role
- the parties involved
- the issues arising
- power imbalances and common obstacles / difficulties in this area of mediation

Again this should be approximately 1000 words in length.

Witness Statements

These should include

- ⇒ statements from a supervisor or co-worker who has observed or co-worked with you in this context and who is therefore able to comment directly on your skills as a mediator in this field
- ⇒ Statements from a supervisor or manager who can comment on your contribution to the team (if applicable) and your management of cases

These aspects can be combined into one testimony if appropriate.

Appendix 1: Mediation Skills

1 Engaging

- ⇒ gaining the confidence of clients
- ⇒ giving appropriate time & attention and thinking space

2 Explaining

- ⇒ Presenting information about what mediation can and cannot offer in a clear and straight forward way
- ⇒ Explaining process and practicalities and checking for understanding
- ⇒ promoting the benefits of mediation without coercing clients

3 Communication Skills

- ⇒ contributing to building effective working relationships
- ⇒ keeping lines of communication open (for both members of the team and service users)
- ⇒ presenting information clearly and without unnecessary jargon
- ⇒ being aware of communication blocks and using strategies to address them.
- ⇒ using various questioning methods in a sensitive way to draw clients out eg open questions, closed questions, circular questioning, clarifying questions

4 Managing Process

- ⇒ assessing process options eg appropriate use of separate or joint meetings
- ⇒ managing ground rules, pace , endings
- ⇒ reducing the effect of distractions respectfully and maintaining focus
- ⇒ maintaining boundaries eg resisting advising, leading or following own agenda

5 Managing Power & Conflict

- ⇒ recognising power imbalance and taking steps to facilitate equal participation
- ⇒ managing high conflict
- ⇒ recognising / acknowledging resistance, misunderstandings and blocks
- ⇒ helping parties to move from fixed positions to consider common interests
- ⇒ using neutral language which avoids placing blame with any party
- ⇒ setting boundaries for behaviour but allowing for and responding constructively to strong emotions

6 Active Listening

- ⇒ listening
- ⇒ clarifying
- ⇒ summarising clients' statements accurately
- ⇒ paying attention to language, tone of voice and body language

7 Managing Issues

- ⇒ identifying issues with clients both separately and jointly
- ⇒ exploring with clients which issues are mediatable and which are not
- ⇒ ordering ,distinguishing and prioritising

8 Facilitating

- ⇒ facilitating constructive exchange
- ⇒ making space for clients to ask questions & express concerns
- ⇒ encouraging co-operative and open sharing of views, information & feelings

9 Generating Creativity

- ⇒ support the development of new options
- ⇒ encouraging collaborative problem solving
- ⇒ facilitating critical thinking and reality testing
- ⇒ able to encourage the parties in collaborative problem solving

10 Administration and Case Management

- ⇒ planning and preparing in advance of meeting and ensuring arrangements are clear for everyone
- ⇒ recording agreements and summaries in appropriate language and informing the relevant people
- ⇒ keeping accurate case notes

11 Demonstrating Self-awareness

- ⇒ correcting errors and omissions, managing difference
- ⇒ reflecting on mediation work and identifying areas for practice development
- ⇒ showing an awareness of own perceptions and attitude towards clients and an ability to monitor and modify own behaviour in respect of this
- ⇒ using supervision, individually or in a peer group, to reflect on practice and draw up an ongoing self development plan

Appendix 2 - Contextual Knowledge

You will need to demonstrate the following contextual knowledge

The Service

- Service policies & procedures re allocation and opening of cases
- Service policies relating to Health and Safety
- Service systems and processes for evaluation and monitoring of mediation

Needs of Service Users

- Specific needs of service users in this context
- Issues that could prevent access to mediation and how these can be addressed
- The boundaries of mediation in this context - what the service can and cannot offer

Contextual framework

- The legal / constitutional / policy framework within the specific context
- The place of mediation within this framework and possible outcomes
- Alternative methods of dispute resolution in this context and likely outcomes

Conducting Mediation

- The process model used by the service
- Considerations when preparing for mediation (joint party or shuttle)
- The factors potentially limiting communication in this context
- Potential sources of conflict within this context
- Potential power imbalances in this context

Reflection and evaluation of own practice

- Awareness of own prejudices, discriminating behaviours, assumptions, values, beliefs, perceptions in this context