



MEDIATOR ACCREDITATION GUIDELINES, Young Persons & Families Mediation

The following provides examples of the type of evidence you may wish to provide in support of your evidence claim. It is not exhaustive and the examples given are suggestions – they are not mandatory; as a guide you should provide one or two pieces of evidence per standard. Key concepts you may want to consider are in italics in the “Evidence Statement” column.

1. Core Standards

Standard	Evidence Statement
1.a <i>Successfully completed an SCMN-approved training course or one deemed by SCMN to be of equivalent standard.</i>	Course certificate or statement by trainer.
1.b <i>Participated in at least five mediations - totalling no less than 6 hours of mediation - in which at least 2 are mediation meetings.</i>	Case record, case sheet, witness testimony or case study.
1.c <i>Undertake a minimum of 12 hours CPD a year.</i>	Personal CPD log, candidate statement or training course documentation. NOTE: Some of these hours need to relate to homelessness mediation.
1.d <i>Operate within the Scottish Mediation Network ‘Guidelines On The Practice Of Mediation’.</i>	Candidate statement or entry on SMN Mediator Register. <i>Voluntary participation, self-determination, impartiality, conflicts of interest, confidentiality, discrimination.</i>



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GUIDANCE (continued)**

2. Specific Standards

2.a Basic Principles	Evidence Statement
<p>2.a.i <i>Understanding of the basic models, principles and ethical dimensions of mediation.</i></p>	<p>Brief written outline of candidate's understanding or descriptive example from candidate's casework. <i>Approaches (resolution, facilitative, transformative), purpose of mediation, impartiality/neutrality, ethical limits to mediation.</i></p>
<p>2.a.ii <i>Understanding of basic theories of conflict and negotiation.</i></p>	<p>Brief written outline of candidate's understanding or descriptive example from candidate's casework. <i>Nature of conflict (sources, types, effects), theories of negotiation (positions + interests, win/win versus adversarial).</i></p>
<p>2.a.iii <i>Understanding of the legal and social background to community mediation in Scotland.</i></p>	<p>Brief written outline of candidate's understanding or descriptive example from candidate's casework. <i>Legal status of mediation, role of mediation in Scottish culture + social environment.</i></p> <p>NOTE: Evidence should cover community mediation in general and reference any specific information relating to homeless mediation and social background.</p>



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GUIDANCE (continued)

2. Specific Standards

2.b First Contact With Clients	Evidence Statement
2.b.i <i>Establish contact with clients appropriately.</i>	Brief written outline of candidate's understanding, descriptive example from candidate's casework, case record, client letter or witness testimony. <i>Method and place of contact, timing, confidentiality, planning, safety, constraints to communication.</i>
2.b.ii <i>Introduce the concept of mediation positively and effectively, including principles of confidentiality and impartiality.</i>	Brief written outline of candidate's understanding, descriptive example from candidate's casework, case record, client letter or witness testimony. <i>Pace and style of delivery, language, statement on nature and role of mediation, clarifying + summarising skills.</i>
2.b.iii <i>Assist clients in deciding whether they will use the service offered.</i>	Brief written outline of candidate's understanding, descriptive example from candidate's casework, case record, client letter or witness testimony. <i>Pace, questioning techniques, exploring options and benefits of mediation, resources available to service + clients.</i>



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GUIDANCE (continued)

2. Specific Standards

2.c Building Interaction With Clients	Evidence Statement
2.c.i <i>Communicate with clients in a manner that builds empathy and encourages positive and honest participation in the process.</i>	Brief written outline of candidate's understanding, descriptive example from candidate's casework, case record, client letter or witness testimony. <i>Verbal + non-verbal communication, empathy/sympathy, trust, necessary conditions for mediation, clarifying, summarising, challenging.</i>
2.c.ii <i>Recognise and work with expressions of emotion.</i>	Brief written outline of candidate's understanding, descriptive example from candidate's casework, case record, client letter or witness testimony. <i>Effects of conflict on individuals, techniques for dealing with strong emotions, empathy/sympathy, limits of mediator role + competence, pace.</i>
2.c.iii <i>Assist clients to identify and explore issues and concerns about the conflict and about engaging with the mediation service.</i>	Brief written outline of candidate's understanding, descriptive example from candidate's casework, case record, client letter or witness testimony. <i>Effects of conflict on individuals, limits of mediator role + competence, role and limits of mediation/your service, effectiveness of mediation.</i>



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GUIDANCE (continued)

2. Specific Standards

2.d Preparing Clients For Mediation	Evidence Statement
<p>2.d.i <i>Ensure the client's understanding of the mediator's role, their own expectations of the process, what will be expected of them, and how the mediation will be managed.</i></p>	<p>Brief written outline of candidate's understanding, descriptive example from candidate's casework, case record, client letter or witness testimony. <i>Necessary conditions for mediation, structure of mediation meeting, ground rules, role of mediator, role of participants, safety.</i></p>
<p>2.d.ii <i>Agree the issues and concerns to be discussed in the mediation process and identify issues or concerns that cannot be appropriately dealt with by mediation.</i></p>	<p>Brief written outline of candidate's understanding, descriptive example from candidate's casework, case record, client letter or witness testimony. <i>Positions + interests, boundaries of mediation, mediatable issues, other agencies providing support/assistance.</i></p>
<p>2.d.iii <i>Establish whether the client is able to give their informed consent to participating in the mediation.</i></p>	<p>Brief written outline of candidate's understanding, descriptive example from candidate's casework, case record, client letter or witness testimony. <i>Client understanding, self-determination, commitment, reality testing, additional support for clients with particular needs, safety.</i></p>



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GUIDANCE (continued)

2. Specific Standards

2.e Conducting The Mediation	Evidence Statement
<p>2.e.i <i>Create a positive environment and cover introductions, the mediation structure, practical arrangements (e.g. health & safety) and ground rules clearly and comprehensively.</i></p>	<p>Brief written outline of candidate's understanding or descriptive example from candidate's casework, case record, client letter or witness testimony. <i>Pace, tone and style of delivery, language, room layout, safety, explanation of mediation process.</i></p>
<p>2.e.ii <i>Conduct the initial part of the mediation process so that all clients are able to voice their issues, concerns and hopes.</i></p>	<p>Brief written outline of candidate's understanding, descriptive example from candidate's casework, case record, client letter or witness testimony. <i>Uninterrupted time, handling interruptions, expressions of emotion, ground rules.</i></p>
<p>2.e.iii <i>Explore issues constructively and creatively with all clients, demonstrating impartiality, an ability to recognise and address power imbalances, and an ability to address inappropriate interactions.</i></p>	<p>Brief written outline of candidate's understanding, descriptive example from candidate's casework, case record, client letter or witness testimony. <i>Listening + questioning skills, clarifying, summarising, challenging, nature and manifestation of power imbalances, converting positions into interests.</i></p>



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GUIDANCE (continued)

2. Specific Standards

2.f Assisting Clients Toward Agreement	Evidence Statement
2.f.i <i>Creatively assist clients in building agreement without proposing solutions.</i>	Brief written outline of candidate's understanding, descriptive example from candidate's casework, case record, client letter or witness testimony. <i>Identifying and exploring areas of agreement/disagreement, exploring options, encouraging, clarifying, summarising.</i>
2.f.ii <i>Assist clients to build and secure agreements and to test their practicality and appropriateness.</i>	Brief written outline of candidate's understanding, descriptive example from candidate's casework, case record, client letter or witness testimony. <i>Clarifying, summarising, reality-testing, specific and clear language, verifiability and practicality of agreements, power imbalances.</i>
2.f.iii <i>Record and process agreements in a mutually acceptable way and establish any agreed next steps with the clients.</i>	Brief written outline of candidate's understanding, descriptive example from candidate's casework, case record, client letter or witness testimony. <i>Form of agreement (written/verbal), confidentiality, verification, follow-up, closure.</i>



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The following guidance provides suggestions on completing two case studies of mediation cases no more than two years old which have resulted in mediation meetings.

It may be acceptable in some circumstances to submit case studies in a different form. Please see section 3.2 of the Mediator Accreditation Standards for further details.

CONTEXT (Referral source, presenting issues, allocation process etc.)

Explanation of how clients found out about service, how referral was made, presenting issues, brief details on clients and any other agencies involved, service case referral and case allocation/management process.

NARRATIVE

Explanation of what happened, what you did as a mediator and why, and what the effects were on the clients and the process. What you could have (or would have) done differently and why, and what general themes/lessons the experience brought up for you. Link to your own knowledge and skills base, training/CPD, your service's policies + procedures, your own ethical base and preferred mediator style.