



**MEDIATOR ACCREDITATION STANDARDS**

*Appendix 5*

**EVIDENCE CLAIM - FRONT PAGE**

To Be Completed by Applicant:		
Name		
Address		
Name of Service		
E-mail address		
Date portfolio submitted for assessment		

To be completed by admin/assessors:		
Names of Assessors assigned		
Date Signed as <b>assessed</b> by assessors		
Signatures		
RESULT (PASS or FAIL): (see Appendix 3 for feedback)		



## MEDIATOR ACCREDITATION STANDARDS

### EVIDENCE CLAIM FORM

Please indicate the ways in which you meet the Standards in the form below. It may be acceptable in some circumstances to submit evidence in a different form. Please see the standards for further details.

Supporting evidence can be attached either physically or electronically, with each piece of evidence clearly numbered. Where appropriate use reference to your case study as evidence - do not duplicate information.

#### 1. Core Standards

Standard	Evidence	Evidence No.	Assessors' Decision
<b>1.a</b> Successfully completed an SCMN-approved training course or one deemed by SCMN to be of equivalent standard.			
<b>1.b</b> Participated in at least five mediations - totalling no less than 6 hours of mediation - in which at least 2 are mediation meetings.			
<b>1.c</b> Undertake a minimum of 12 hours CPD a year.			
<b>1.d</b> Operate within the Scottish Mediation Network 'Guidelines On The Practice Of Mediation'.			



## MEDIATOR ACCREDITATION STANDARDS

### EVIDENCE CLAIM FORM (continued)

#### 2. Specific Standards

2.a) Basic Principles	Evidence	Evidence No.	Assessors' Decision
<i>2.a.i Understanding of the basic models, principles and ethical dimensions of mediation.</i>			
<i>2.a.ii Understanding of basic theories of conflict and negotiation.</i>			
<i>2.a.iii Understanding of the legal and social background to community mediation in Scotland.</i>			



## MEDIATOR ACCREDITATION STANDARDS

### EVIDENCE CLAIM FORM (continued)

#### 2. Specific Standards

2.b First Contact With Clients	Evidence	Evidence No.	Assessors' Decision
<b>2.b.i</b> <i>Establish contact with clients appropriately.</i>			
<b>2.b.ii</b> <i>Introduce the concept of mediation positively and effectively, including principles of confidentiality and impartiality.</i>			
<b>2.b.iii</b> <i>Assist clients in deciding whether they will use the service offered.</i>			





## MEDIATOR ACCREDITATION STANDARDS

### EVIDENCE CLAIM FORM (continued)

#### 2. Specific Standards

2.c Building Interaction With Clients	Evidence	Evidence No.	Assessors' Decision
<b>2.c.i</b> <i>Communicate with clients in a manner that builds empathy and encourages positive and honest participation in the process.</i>			
<b>2.c.ii</b> <i>Recognise and work with expressions of emotion.</i>			
<b>2.c.iii</b> <i>Assist clients to identify and explore issues and concerns about the conflict and about engaging with the mediation service.</i>			



## MEDIATOR ACCREDITATION STANDARDS

### EVIDENCE CLAIM FORM (continued)

#### 2. Specific Standards

2.d Preparing Clients For Mediation	Evidence	Evidence No.	Assessors' Decision
<p><b>2.d.i</b> <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><b>2.d.ii</b> <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><b>2.d.iii</b> <i>Establish whether the client is able to give their informed consent to participating in the mediation.</i></p>			



## MEDIATOR ACCREDITATION STANDARDS

### EVIDENCE CLAIM FORM (continued)

#### 2. Specific Standards

2.e Conducting The Mediation	Evidence	Evidence No.	Assessors' Decision
<p><i>2.e.i Create a positive environment and cover introductions, the mediation structure, practical arrangements (e.g. health &amp; safety) and ground rules clearly and comprehensively.</i></p>			
<p><i>2.e.ii Conduct the initial part of the mediation process so that all clients are able to voice their issues, concerns and hopes.</i></p>			
<p><i>2.e.iii 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>			





## MEDIATOR ACCREDITATION STANDARDS

### EVIDENCE CLAIM FORM (continued)

#### 2. Specific Standards

2.f Assisting Clients Toward Agreement	Evidence	Evidence No.	Assessors' Decision
<i>2.f.i Creatively assist clients in building agreement without proposing solutions.</i>			
<i>2.f.ii Assist clients to build and secure agreements and to test their practicality and appropriateness.</i>			
<i>2.f.iii Record and process agreements in a mutually acceptable way and establish any agreed next steps with the clients.</i>			





## MEDIATOR ACCREDITATION STANDARDS

*Appendix 3*

CASE STUDY NUMBER	CANDIDATE NAME	DATE SUBMITTED

*Please provide 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.)

**NARRATIVE**



## MEDIATOR ACCREDITATION STANDARDS

*Appendix 3*

This page to be completed by assessors

Feedback on portfolio, interview and evidence claim form:




## MEDIATOR ACCREDITATION STANDARDS

*Appendix 4*

LINE MANAGER NAME	CANDIDATE NAME

*Please sign this document only if you can confirm to the best of your knowledge that the evidence submitted by the candidate is accurate and a true reflection of their skills and knowledge. If you have any questions or concerns please contact the Centre for further details.*

<b>COMMENTS</b>
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I can confirm that, to the best of my knowledge, the evidence presented by the candidate is accurate and a true reflection of their skills and knowledge.

Signature:

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Relationship to candidate:

.....