## Marking & Observable Behaviours Checklist Roleplay

*Important note: This document is for guidance as to the observable behaviours you must demonstrate in the roleplay. The Assessor will complete their copy of the checklist.*

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| **Mediation Roleplay** | | | | | |
| Student Name |  | | | | |
| Assessor Name |  | | | | |
| Date of Assessment |  | | | | |
| Did the student | | Yes | No | Comments | |
| **Client Interview** | | | | | |
| Welcome all involved persons into the mediation interview and outline planned proceedings | |  |  |  | |
| Define the dispute accurately and objectively | |  |  |  | |
| Identify items for negotiation | |  |  |  | |
| Explain available options for resolution of each item to be negotiated | |  |  |  | |
| Facilitate open communication between all parties | |  |  |  | |
| Use effective communication and negotiation skills, especially under pressure, to calm, distract or change focus, ensuring all involved persons can provide input into the discussion | |  |  |  | |
| Use observation techniques | |  |  |  | |
| Provide verbal warnings and clear directions and instructions | |  |  |  | |
| Use communication systems to request assistance if needed | |  |  |  | |
| Use communication techniques that are effective in ensuring mutual understanding | |  |  |  | |
| Use strategies to resolve conflict that comply with organisational policies and procedures | |  |  |  | |
| Use negotiation techniques that maintain positive interaction and divert and minimise aggressive behaviour and take into account social and cultural differences | |  |  |  | |
| Confirm mutual agreement to strategies and required outcomes with all relevant people | |  |  |  | |
| Lead negotiation with all parties to determine mutually acceptable outcomes | |  |  |  | |
| Confirm agreed outcomes and determine action to be taken to implement decisions made | |  |  |  | |
| Explain available options to all parties for items where a mutually acceptable resolution has not been reached | |  |  |  | |
| Is resubmission required 🖵 Yes 🖵 No | | | | | |
| Reasonable adjustments made 🖵 Yes 🖵 No  If yes, please record the type of adjustments made below under ‘Comments’ section | | | | | |
| Comments | | | | | |
| Assessor Name: |  | | | Date: |  |