## 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 🖵 NoIf yes, please record the type of adjustments made below under ‘Comments’ section |
| Comments |
| Assessor Name: |  | Date: |  |