**Short Answer Questions**

|  |  |
| --- | --- |
| **Student Name** |  |

**Instructions**

This assessment consists of **ten (10)** short answer questions. Answer the questions as you work through the Learner Manual and participate in the Q&A Sessions.

You must answer all the questions. A guide to the length of your answer is provided next to each question.

Please note where a question refers specifically to NSW law or NSW organisation, please provide an answer based on the law/organisation in your own state or territory.

1. Identify **three (3)** services and agencies relevant to mediation.

|  |
| --- |
|  |

2. Identify the legal requirements related to use of force under *Crimes (Administration of Sentences) Regulations 2014* (NSW) Reg. 131 (1). *(30 words)*

|  |
| --- |
|  |

3. Identify the legal requirements related to duty of care owed by NSW corrective service officers towards offenders under Corrective Services NSW Statement of Purpose and Ethical Principles Statement point 2.8 (Professional Conduct towards Offenders). *(30 words)*

|  |
| --- |
|  |

4. Outline **four (4)** principles of effective communication.

|  |
| --- |
|  |

5. List **three (3)** techniques you could use to communicate in a high pressure situation.

|  |
| --- |
|  |

6. Describe **three (3)** negotiation techniques for mediation.

|  |
| --- |
|  |

7. Describe **three (3)** conflict resolution techniques for mediation.

|  |
| --- |
|  |

8. Describe mediation case preparation and presentation techniques. *(100 – 150 words)*

|  |
| --- |
|  |

9. Explain the procedures for handling complaints and grievances resulting from mediation. (*50 – 100 words)*

|  |
| --- |
|  |

10. Describe the equity principles and diversity principals that should be applied in mediation and give one example of how these should operate. *(50 – 100 words)*

|  |
| --- |
|  |