



MEDIATOR ACCREDITATION

The Accreditation Assessment Pack

This accreditation pack is for Workplace, Community and Relationship mediators or any other mediator that does not have an agreed accreditation process

2025

Agreed at Board of Directors meeting 18th September 2025

1. Introduction

This accreditation pack is for all trained mediators who wish to apply for 'Accredited Mediator' status using the College of Mediators accreditation assessment.

In order to apply for accreditation, the mediator should have, or will have by the end of the process, **mediated for at least 5 complete mediations as the lead mediator** (*Up to 2 of the mediations could be an assessed role play, separate to any assessed role play undertaken on training*)

2. Mediator Qualifications

1. A mediator who wishes to gain accreditation is expected to have attended an 'Approved or Accredited' Training Programme for the Initial Training of new mediators.
2. Approved or Accredited training courses include any OCN Level 3 Basic Mediation Skills courses, a course by a current or previous College of Mediators Accredited foundation course training provider, or equivalent. ([See here for further information](#)). The course should be the equivalent of at least 40 hours in duration with an assessed practice element included in the course.

3. The Assessment Verification Process

- a. The mediator will compile an evidence file. Evidence should be no more than 2 years old.
- b. A file cannot be submitted if the mediator has undertaken less than 5 mediations as the lead mediator
- c. Once the file is complete the mediator undertakes an Internal Assessment of their evidence file if applicable*
- d. The evidence file is ready for external verification by the college.
- e. The file is sent **electronically** to the College of Mediators.
- f. An assessor is allocated within 7 working days
- g. The assessment is undertaken within 21 working days
- h. The applicant is notified of the outcome within 28 working days of submission

**Where a mediator has a named Supervisor/PPC, they should have a review of the evidence file with that person prior to submitting it to the College of Mediators.*

The Named Supervisor Role

All Mediation services should have a named Supervisor/PPC who is responsible for managing the provision of on-going supervision of mediators. A Service will be expected to provide regular support for individual mediators to provide accountability and practice development.

Independent mediators should follow the guidance outlined in the [PPC/supervision Standards for Mediators](#) in order to gain ongoing support for their work.

4. Reaccreditation

Re-accreditation takes place every 3 years. Members due for re-accreditation will be invited by the college to submit their renewal by providing the following:

- a) Continuous membership of the college
- b) A good standing statement confirming there are no reasons why they should not be accredited e.g. investigations, unresolved complaints from clients or participants
- c) A list of CPD/Training since last accreditation
- d) A reflection on how your CPD/Training/Cases have informed your practice since last renewal (maximum 1000 words)
- e) Pay the re-accreditation fee

5. Unsuccessful Applications

If an application for accredited mediator/renewal of accredited mediator status is unsuccessful, we undertake the following process:

1st stage:

The assessor will:

- A. Request additional documentation to meet any gaps in information
- B. Make a further decision about the application and notify the applicant

2nd stage:

Where an application has still not passed the criteria for accreditation after stage 1, the applicant can reapply again **if 6 months** have passed since the last decision, by using the new application process or the can use the appeals process outlined in Stage 3. The new application fee will apply.

3rd stage:

If the applicant does not agree with the decision, at any stage, they can request that the Chair of the Practice Standards Committee, or other suitable person and another Board Director review the decision and make a final determination. This decision will be final.

- A. If the decision is overturned the mediator will be awarded accredited mediator status along with any recommendations the PSC Chair and Board Director deem necessary
- B. If the decision is upheld the provider will not be able to reapply for at least 6 months.

4. The Accreditation Process^{*(see appendix 1)}

	ITEM	Evidence
	Index	<ul style="list-style-type: none"> Each file must contain an index which cross-references the documents to the related items.
1.	Mediation Qualifications	<ul style="list-style-type: none"> Initial mediation training certificate Any further mediation training certificates relating to specific mediation specialisms Any written feedback from the trainer/s at the conclusion of the course/s
2.	Continuing Professional Development	<ul style="list-style-type: none"> A list of all CPD activities for the last 2 years or since initial training, whichever is sooner. CPD can be any mix of reading, videos, short courses, workshops, group learning
3.	The Mediator Journey	<ul style="list-style-type: none"> A reflective account of your mediator journey from initial training to date
4.	<p>Case Studies:</p> <p>A demonstration of</p> <p>a) activities undertaken and their impact</p> <p>b) the skills or qualities used</p> <p>c) any underpinning knowledge or understanding that informed practice</p>	<ul style="list-style-type: none"> A minimum of 3 case studies of complete mediations with reflection on learning of and all accompanying documentation demonstrating the mediation process (anonymised). The reflections should demonstrate your reasons behind the actions taken to manage the case and the impact of those actions (<i>*impact may be positive outcomes for the mediator or participants but may also be less successful impact that created learning for the mediator</i>) Documentation should demonstrate the mediation steps from first contact through to close of case The total word count for the case studies and reflections should be a maximum of 4000 words (see template) All work must be in your own words. Any work that has been created by AI will automatically fail the accreditation process
5.	Supervision record	<ul style="list-style-type: none"> Either a supervision/PPC record and copies of supervision notes

		<ul style="list-style-type: none"> • Or evidence of how you have received support for your practice since beginning to mediate
6.	Feedback from 3 rd parties	<ul style="list-style-type: none"> • Written accounts/statements from co-mediators, colleagues, administrators, supervisors, managers which will confirm/support that good practice standards have been met. • Evaluation forms from clients / participants • Observation record for an observed mediation/mock mediation (<i>if applicable</i>)
7.	Accessibility	<ul style="list-style-type: none"> • Demonstration of how mediation accessibility was considered and provided including examples of differentiation
8.	Verification prior to submission	<ul style="list-style-type: none"> • Where a mediator works for a mediation service their portfolio must be checked and verified as meeting the requirements before it is submitted • An independent mediator can either a) have their portfolio verified by their professional supervisor/PPC or b) Submit it directly to the College for verification and assessment
9.	Policies and procedures	<ul style="list-style-type: none"> • Independent mediators must include copies of their complaints policy and their insurance documents • Service mediators must include written confirmation from the service lead that they consistently follow service policies and procedures
11.	Reflections on feedback/complaints	<ul style="list-style-type: none"> • Detail of any complaints that have been received and how these were resolved and any resulting changes/reflections on your practice
12.	AOB	<ul style="list-style-type: none"> • Any other supporting documentation

5. Mediator Standards

This list is a guide as to what assessors are looking for in the portfolio documents. It may be that not every item is evidenced but the portfolio should provide an overall picture of a competent mediator.

Mediator professionalism

1. Able to work to professional boundaries
2. Able to put in place and/or work to policies and procedures
3. Able to appropriately manage conflicts of interest
4. Able to work to relevant legislation
5. Has a clear complaints policy for their practice

Principles of mediation

1. Understands and is able to apply the principles of mediation: confidentiality, privilege (where appropriate), impartiality, voluntariness, fairness, self-determination of the Parties
2. Understands and is able to communicate the aims of mediation and how mediation differs from other forms of conflict intervention
3. Understand and is able to facilitate the mediation process
4. Can determine the suitability and appropriateness of mediation
5. Is clear about the mediation process for clients/participants (manages expectations)

Mediation skills

1. Building rapport
2. Communication skills: e.g. active listening, summarising, reframing, acknowledging, questioning
3. Explaining the mediation process
4. Conducting party preparation meetings
5. Conducting joint meetings
6. Facilitating Exchange
7. Managing Indirect mediation (shuttle)
8. Managing time within the mediation process
9. Conducting separate meetings within a joint meeting
10. Managing difficult conversations
11. Managing resistance
12. Dealing with the unexpected
13. Debriefing (in Co-mediation)

Themes

1. Understanding conflict and responses to it
2. Communication theory
3. Anti-discriminatory practice
4. Working with diversity
5. Power and empowerment
6. Safety in mediation
7. Co-mediation
8. Giving and receiving feedback
9. Supervision / Professional support for practice

6. Internal Assessor Checklist

1. Does the file meet the criteria?
2. Does it demonstrate a picture of an experienced and professional mediator?
3. Does the evidence demonstrate **HOW** they mediate rather than just stating the process of what they do?
4. Does the evidence demonstrate **WHY** they do/did certain things during mediation and the **IMPACT/OUTCOME** of those actions

4. Other:

- is the file clear, easy to navigate and is each document labelled appropriately?
- is there clear referencing between these sections and any supporting documentary evidence?
- is there enough evidence to demonstrate the mediators' skills and abilities (beyond trained mediator level)

Signed: Internal Assessor

Print name: Date:

7. APPLICATION FORM FOR ACCREDITED MEDIATOR STATUS

Name:

Address:

Tel:

E-mail:

Website:

The applicant is *(please circle all that apply):*

Workplace Mediator Community Mediator Relationship Mediator

Other *(please describe):*

Fees: (please tick which applies)

☐ Mediator with a named supervisor/PPC who has reviewed the application prior to submission **£250.00**

☐ Mediator with does not have a named supervisor who has reviewed the application prior to submission **£300.00**

☐ Mediator renewing accreditation **£75.00**

Fee confirmation:

☐ I would like to pay by BACS

☐ Please invoice quoting Purchase Order No. _____

Checklist

Please confirm you have included all relevant information from the check list in section 4 of this document

☐ Yes

☐ No.....Reason _____

Confirmation

I confirm that all evidence in this application is no more than 2 years old and that I have understood the criteria for accreditation.

Signed

Date

Appendix 1

Portfolio Template

Name:

Tel:

E-mail:

Website, if applicable:

The applicant is *(please circle all that apply):*

Workplace Mediator Community Mediator

Relationship Mediator

Other *(please describe)*:

I confirm that the contents of this portfolio are my own work, referenced appropriately where required and that any work that is deemed to be generated by Artificial intelligence etc will not be accepted by the assessor (please circle your acceptance)

Yes

No

Submission Guidance

Please submit your portfolio as follows

1. One word document for items 1 to 4
2. PDF's or word documents, clearly labelled and numbered, for all other documents
3. Send as 1 email only – numerous emails will not be accepted.

	ITEM	Page/Reference information
1.	Index	
1.	Mediation Qualifications	
2.	Continuing Professional Development	
3.	The Mediator Journey	
4.	Case Studies	
5.	Supervision record	
6.	Feedback from 3 rd parties	
7.	Accessibility	
8.	Verification prior to submission	
9.	Policies and procedures	
11.	Reflections on feedback/complaints	
12.	AOB	

Case Studies template

Case Study 1

A Brief introduction to the case in no more than 2 paragraphs (this does not need to be included in the word count)
What you did
Why you did it/impact of actions
Any further reflections on your practice for this case

Case Study 2

A Brief introduction to the case in no more than 2 paragraphs (this does not need to be included in the word count)
What you did
Why you did it/impact of actions
Any further reflections on your practice for this case

Case Study 3

A Brief introduction to the case in no more than 2 paragraphs (this does not need to be included in the word count)
What you did
Why you did it/impact of actions
Any further reflections on your practice for this case