

# Catalyst Mediation

## Quality Assurance

You are assured, in using Catalyst Mediation, that the quality of performance of ourselves and our mediators is subject to clear and high standards and is constantly monitored.

You may find it helpful to review this under these headings:

1. Panel membership qualification;
2. Continuing professional development;
3. Integrity/ ethics;
4. Practice;
5. Client satisfaction;
6. Transparency of process;
7. Marketing/ advertising;
8. Rules of the mediation process.
9. No discrimination

Our approach to each of these headings is as follows:

### 1. Panel Membership Qualification

There are no universally recognised training standards. All our Panel Members have, however, been trained by a recognised mediation training body or alternatively trained by a specialist body which is relevant to the particular mediation type in which the member will likely be involved, coupled with satisfactory hours of practical experience.

### 2. Continuing Professional Development (CPD)

All our Panel Mediators have contracted to maintain our CPD Minimum Standards. They are required to keep a logbook of their activities and submit this once a year for review.

#### Catalyst Mediation CPD Minimum Standards

		<u>General Mediation</u>	<u>Commercial Mediation</u>
		<b>Minimum Standard</b>	<b>Minimum Standard</b>
<b>a)</b>	<b>Mediations</b>	4 mediations	4 mediations
<b>b)</b>	<b>Post Mediation Debriefs</b>	2 mediations	3 mediation
<b>c)</b>	<b>Mediation Summaries</b>	2 mediations	3 mediation
<b>d)</b>	<b>Structured Training</b>	-	17.5 hours
<b>e)</b>	<b>Further Learning</b>	No Minimum	No Minimum

#### Structured Training

We provide structured training designed and run by our two respected consultant mediation trainers. The 3.5 hour structured training sessions, which are held 10 times per year, form an important part of the CPD requirements include the following main elements:

- Coaching and mentoring approach;
- Clear learning aims for each session;
- Every session based around practice based work in role play (groups always contains parties, co-mediators and observer with sometimes representatives);
- Use a mix of video and live action for role plays;
- Every session evaluated and results circulated to Panel Members.

### 3. Integrity/ Ethics

Catalyst Mediation is a member of the Scottish Mediation Network, which requires members to agree to its Guidelines on the Practice of Mediation. These are available to view at [www.scottishmediation.co.uk](http://www.scottishmediation.co.uk). We subscribe to these Guidelines.

In addition our Panel Members have agreed to operate under our **Code of Practice** which incorporates up to date thinking from around the world.

### 4. Practice

The most difficult area to tackle in the absence of large numbers of mediations in Scotland. Clearly we provide our mediators with as much practice as possible (real and role play). This includes all mediations being carried out by 2 mediators, giving experience and also feedback for training and quality checking purposes. Supervision and quality checking is carried out in conjunction with an experienced mediator.

### 5. Client satisfaction

We request clients for feedback on prepared feedback forms. These will be carefully monitored and steps taken to deal with any quality issues that arise.

### 6. Transparency of process

We believe that this is covered satisfactorily by our **Code of Practice** particularly paragraphs 2 (Voluntary participation and self determination) 3 (Understanding of mediation) 4 (Impartiality), 5 (Conflict of interest) 6 (Confidentiality) and 7 (Advice).

### 7. Marketing/ advertising

The Scottish Mediation Network Guidelines mentioned above, which we endorse, contain the following undertaking: "In advertising or offering services, mediators shall not guarantee settlement or promise specific results. All information provided by mediators about their education, background, mediation training and experience shall be accurate."

### 8. Rules of the Mediation Process

Catalyst Mediation subscribe to a facilitative model of mediation and the rules of the mediation process that flow from this approach. We also believe that one of the attractions of mediation as a dispute resolution process is its flexibility in encompassing the organisational complexities posed by different types of dispute.

### 9. No discrimination

The Scottish Mediation Network Guidelines contain a simple, clear and unequivocal "no discrimination" paragraph.

**We recognise and celebrate that, as with all professional services, the level of excellence derives, mainly, from the dedication, talent and skill of the individual practitioner. Nonetheless, we also believe that it is necessary to ensure that the overall quality of service is maintained by the observation of the standards described above.**

#### **Catalyst Mediation**

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