



**NATIONAL ACCREDITATION
MEDIATOR ASSESSMENT COURSE
LEGAL SKILLS CENTRE, FACULTY OF LAW
10-11 June 2011
Evaluation**

- (i) ***Things I liked about the program (eg preparation, 2 days, mail-outs, role plays etc)***
- Prompt responses to all enquiries; helpful and knowledgeable coaches; addressed topics of concern; not rushed.
 - The day of coaching before the assessment itself was invaluable! All the coaches were very generous in their knowledge sharing and provided great constructive feedback, which was really helpful for the assessment.
 - Tutors/coaches were really good and very hands on and helpful. Linda and Mieke as leaders are excellent. Organised well and ran smoothly.
 - Role plays and structure of scenario; premises fitted to tasks; coaching was empathetic and timely.
 - Role playing day to prepare for assessment was extremely beneficial. The wealth of knowledge and approachability of coaches is awesome and reassuring.
 - That we had the day before the assessment as a practice with feedback – good refresher. It's good it occurred on a Friday and Saturday so that we can recover before heading back to work.
 - Professionalism of coaches. Approachable and keen to help instruct and give positive feedback. Role playing became enjoyable.
 - Everything was really organised; coaches were really helpful and supportive.
 - Practice day before assessment. Coaches were very approachable and helpful on practice day. Role plays being given out before assessment day help with role playing.
 - The coaching day before the assessment was the most important thing for me. I felt that it really helped me to get the feedback from Mieke too – it was very extensive and I was impressed by the volume of the feedback. I found all of the coaches helpful and approachable and very skilled.
 - Feedback on role plays previous to assessment day was good. Coaches were excellent and picking up on areas that weren't up to scratch was very helpful.

- The role plays allowed me to see and learn from other participants' practise runs. Having the information sent out ahead of time was very useful.
- All of it – despite the pain of the first day – I can now reflect and see that it is vital.
- I thought that all of the coaches and organisers worked extremely hard to convey their knowledge.
- I liked the program, really enjoyed it; times were appropriate.
- Two days and mailouts good. Great coaches.

(ii) *Things I would like to change (eg preparation etc)*

- Nothing – very impressed!
- A re-cap of the model/process at the start of the first day would be helpful before the role plays start.
- Receiving the advice in the course earlier and without having to follow up! Receiving the DVD of Fletchers earlier – would have been useful to be able to work with it earlier. Perhaps the other DVD for sale could have been cheaper than \$150!
- Material for Assessment could arrive earlier to enable better opportunity to review process; prefer more commercial/general role plays scenarios; role players from outside group reduces pressure on class and would enable fresh interaction.
- Clarify purpose of secret facts – what needs to be shared in separate meetings v. what's part of the role.
- During the week instead of weekends. Otherwise I thought the two days were thoroughly interesting.
- The commercial facts were difficult to flesh out.
- Delays between sessions on assessment day but I understand why they were necessary.
- It would have been better not to have it on the Saturday; not much else!
- Days Fri/Sat worked well.
- The 1.5 hour lunch on day 2 was too long, and very tiring/nerve-wracking for people doing their role play in the afternoon.
- Nothing – all excellent. Thanks to the A team and Linda the co-ord. a huge thanks.
- Would like to have received the papers earlier. Would like to have had more variation in the family law problems.
- Nothing – worked pretty well. Mailouts maybe not clear about what to expect etc re preparation.
- Probably too many role plays on assessment day – one would be enough and get actors in for the other.