



MII Certified Level Assessment Outcome Re-sit/Appeals Process

1. Prior to partaking in MII Certified Level Assessment, each Candidate should be fully informed about the assessment process, criteria, marking schemes, names of assessors, results process and re-sit/appeals process by the Training Provider in advance, and Assessor on the day of the assessment.
2. Where issues, distractions or interruptions arise in relation to the venue or the process, these need to be brought to the attention of the Assessor and the Training Provider on the day. It is only where these are noted (at the time of the assessment) as potentially impacting on the assessment that they may be taken into consideration in relation to any impact they may have had on the Candidate's performance during the assessment.
3. As per Certified Level Assessment Guidelines, Candidates will receive the outcome of their assessment along with written feedback (Certified Level Assessment form). These results can issue either in hard copy or electronically, no later than 25 working days after the Assessor's receipt of the Candidate's Role-play Self-Assessment document.
4. Where a Candidate has not achieved a '3 – Competent' or higher in each of the 4 competency areas, s/he must contact the Training Provider to discuss the assessment outcome, feedback and any mitigating factors. The Training Provider will then facilitate the Candidate in considering the most appropriate next step. The Training Provider cannot challenge or overturn the outcome of the MII assessment.
5. If the Candidate has not achieved a '3 – Competent' or higher in each of the 4 competency areas then there are two options available:
 - I. Re-sit the assessment
 - II. Appeal the assessment decision to the MII.
6. If the Candidate decides to re-sit the assessment, they will:
 - Advise their Training Provider that they wish to re-sit their assessment.
 - The Training Provider should make every effort to facilitate this or advise the Candidate of alternative Training Providers who may be able to facilitate this.
 - Where the Training Provider cannot facilitate a re-sit, the Candidate may contact the Mediators' Institute of Ireland, which occasionally runs Certified Level role play assessments, and participate at the next available opportunity.

7. If the Candidate decides to appeal the outcome of the assessment, they will:

- Within 10 working days of receipt of their results, contact the MII in writing and state that they wish to appeal their assessment result, outlining grounds for their appeal.
- The MII will advise them of the Certified Level Assessment Appeals Process, request the Candidate to submit the video of their role play and the Role Play Self-Assessment document. The Candidate will be required to pay a fee (currently €100). Where the Appeal is successful, the fee is refunded to the Candidate.

8. MII Appeals Process:

- The Candidate's video of their role play and Role Play Self-Assessment document will be forwarded initially, by the MII, to one other MII approved Assessor, who will not have any knowledge or sight of the feedback from the first Assessor.
- Where the initial appeals Assessor deems the Candidate to be competent i.e. have achieved 3 in all 4 areas of the assessment, the role play video and Role Play Self-Assessment document is forwarded to a second appeals Assessor.
- The majority decision (including the original assessment) is then the final outcome. This final outcome cannot be appealed any further.
- The Candidate will receive the final assessment result no later than 40 working days after submission of their assessment to the first appeals Assessor.