

A guide to assessment for accreditation as an FDR Provider within New Zealand and details of the ‘Professional Conversation’

Under the FDR Regulations 2013, Family Dispute Resolution Providers must be accredited by an Approved Dispute Resolution Organisation (ADRO). Resolution Institute is an ADRO.

To accredit a practitioner as an FDR Provider, an ADRO such as Resolution Institute must be satisfied that the practitioner demonstrates competency to deliver FDR that meets the requirements of the Regulations. Family Dispute Resolution (FDR) is the process defined in Part 3 of the Family Court Proceedings Reform Bill and related legislation and guidelines.

Pathways to accreditation

To be accredited by Resolution Institute as an FDR Provider you must hold current Resolution Institute Mediation Accreditation.

If you already have Resolution Institute Mediation Accreditation:

- You will be assessed against the FDR Provider competencies through a professional conversation with a Resolution Institute assessor

If you do not yet hold Resolution Institute Mediation Accreditation:

- You will need to be accredited as a mediator. To be a Resolution Institute accredited mediator you will normally have completed the Resolution Institute 5 Day Mediation Training and then be assessed for accreditation with a written exercise and an observed mediation simulation
- You will then be assessed against the FDR Provider competencies through a professional conversation with a Resolution Institute assessor

*You can apply for both Resolution Institute Mediation Accreditation and FDR Provider accreditation at the same time.

*In order to take this pathway you will need to have used mediation skills in another setting or have aligned work experience through which you can provide sufficient evidence to meet the criteria as requested in the application form.

Steps in the accreditation process

- 1) Fill in the application form to which you will find the link on the website. As part of this form you are required to provide evidence against the FDR requirements/competencies. Draw this evidence from 3–5 case studies from your previous experience. During the professional conversation you can then offer further detail from these chosen case studies.
- 2) This application form will initially be viewed by the Resolution Institute Chief Operations Officer, who will give guidance as to whether it offers sufficient evidence of appropriate experience to go forward for assessment.
- 3) Your application form will then be shared with your assessor. They can also give guidance as to whether it offers sufficient evidence of appropriate experience to go forward for assessment.
- 4) Resolution Institute will liaise with you and your assessor to create a time for an online Professional Conversation. Resolution Institute will create an online platform for the conversation if required.
- 5) The professional conversation takes place.
- 6) Your assessor then makes contact with your given referees.
- 7) Your assessor provides full assessment to Resolution Institute.
- 8) Resolution Institute will notify you of the outcome, and if you have been assessed as meeting all requirements and competencies, set up your accreditation and notify the Ministry that you are an accredited FDR Provider under Resolution Institute as ADRO.

Professional Conversation

Resolution Institute uses professional conversations to assess competency of practitioners who have mediation experience and/or have completed Resolution Institute FDR training. A *Professional Conversation*¹ is a structured conversation between a candidate and an assessor. The following pages provide a guide for preparing for these conversations and a self-assessment tool.

In a professional conversation you as the candidate lead the process, providing evidence that demonstrates how you meet each of the competencies.

You will have already begun to prepare by filling in the evidence against the FDR requirements / competencies as requested in the application form. Continue to prepare to offer more detail to

¹ Professional conversations originated from two social science methodologies: discourse analysis and behavioural interviewing. The term “Professional Conversations” is owned by Competency International Ltd and used with permission.

The professional conversation process

Before the professional conversation

Candidates

- Fill in the evidence as part of your application form against the FDR requirements / competencies (see pages 7 -13 of the application form). Draw this from 3 – 5 case studies and consider relevant evidence to demonstrate competence (see below for *Guidelines for evidence*)



During the professional conversation

Candidates

- Lead the conversation, describing examples and drawing on the relevant evidence to demonstrate the competencies and standards required for FDR practice. How you present your information is your choice. There is no right or wrong way.

Assessors

- Make a recording of the conversation for purposes of moderation and review.
- Ask questions as necessary so that they can assess the extent to which experience, skills, knowledge and attitudes meet the requirements of FDR practice.
- Satisfy themselves that your evidence is **valid** (clearly relates to the FDR requirements and competencies), **sufficient** to assess good practice and repeatability of that practice and **authentic** (a true reflection of your ability and performance).
- Communicate to candidates:
 - where sufficient evidence has been provided to meet requirements
 - where additional evidence is required to meet requirements. The evidence to be provided will be agreed.
 - where additional professional development and assessment is required. This will include:
 - a. Minor competency gaps and recommendations to address these, either before accreditation, or as a condition of accreditation,
 - b. Significant gaps in experience and/or competence which will require additional training and/or experience to meet before accreditation can be completed. Recommendations for addressing these gaps will be provided.



After the professional conversation

Assessors

- Review referees' statements, speak with referees if necessary and review any additional evidence required.
- Confirm the result and provide recommendations as appropriate.

Resolution Institute

- Provides results and recommendations, once shared by assessor.
- Stores application, recordings of professional conversations, copies of references provided and the assessment document.
- If candidate has passed assessment, provides accreditation and notifies Ministry of Justice that candidate is now an accredited FDR Provider under Resolution Institute as ADRO.

A candidate who disagrees with the assessment result:

- May request a review by an independent assessor, who will listen to the conversation recording and review the submitted evidence.

Guidelines for evidence

Evidence refers to case studies/work situations and documents that you can use during the professional conversation to help you demonstrate the ways in which you meet the FDR requirements.

Case studies/work situations

Think about case studies/work situations which you can describe and refer to during the professional conversation. Choose 3 and 5 case studies/work situations that provide evidence for as many of the competencies as possible. It can be useful to choose the most challenging situations you have faced, as often the richest learning is from those situations which were difficult or did not go well.

Documents

Collect together documents to refer to during the professional conversation and show these (as appropriate) to the assessor. Please remember to de-identify all documents.

Resolution Institute will not keep copies of these documents – they are for use only during the professional conversation. Resolution Institute anticipates that document evidence will mostly already exist – we do not anticipate that you will need to create such documents for the professional conversation.

Document evidence may include minutes, de-identified mediated agreements, performance reviews, case notes, supervisor verification, work samples, client feedback, other direct feedback, evidence from formative assessment in training and other appropriate evidence.

More information

- Speak with the Resolution Institute trainers who conduct the family focused training; or
- Contact Resolution Institute's office at infonz@resolution.institute or freephone 0800 453 237