



## CoEJ MEDIATION SERVICES (CMS)

### Mediators Memoranda Of Understanding (MoU)

This **MoU** is intended to highlight the basic ethical principles that the appointed mediators ought to observe in the performance of their duties. Mediators signing this document have gone through and understood the principals of practice and code of conduct of the College of Mediators. Mediators also agree to adhere, apply and practice by these principals.

**This agreement is between Mediators and The Council of European Jamaats (CoEJ)**

**Mediators understand and hereby agree to participate in mediation in accordance with the following terms:**

Definition of Terms used in the MoU:

**“Mediation”** means the process to which this code applies to

**“CoEJ Mediation Services”** (CMS) is the mediation service provided under CoEJ

**“Mediator”** means any person trained to offer any such mediation. Mediators fall into two categories: Lead Mediators and Support Mediators

**“Participant”** means any individual taking part in it

The **“College”** means “The College of Mediators”

**“Coordinator”** means the person who is the first point of contact for participants and is central to the implementation

**“Supervisor”** is a qualified Mediator providing supervision: one to one and group to support mediators

### 1. Process

The mediator must follow the mediation process as per the training. This includes

- (a) ensuring that both participants understand the mediation process and have signed the agreement to mediate. The Lead mediator will be providing a soft copy of the signed agreement to the coordinator.
- (b) ensuring that any mediation conducted will be on the basis of co-mediation that may include a lead mediator and support mediator.
- (c) While there may be a distinction internally for developmental purposes, however both have equal status externally as far as any parties are concerned and both mediators should act as such while engaging externally

- (d) ensuring that the mediators takes both parties through the 7 Stage Mediation Process as per the training and certification – when handling a case and must not deviate from this
- (e) ensuring that mediators work in partnership with each other – in the spirit of teamwork – while working on a case and as they take parties through the mediation process
- (f) ensuring that the mediators keep reflective diaries of their experiences and have the notes written for their portfolio in an anonymous manner.
- (g) The few notes written down by the mediator are for the purpose of the mediator’s memory. These notes will be destroyed after the mediation session and will not be accessible to either party.

## 2. Conflict of Interest

Being in a community setup, prior to commencement of the mediation process, if any conflict of interest is identified, this will be communicated immediately to the Coordinator who will then source alternative mediators for the case in question.

## 3. Guidelines

- a) Mediators will adhere to all the policies, procedures and guidelines that underpin the CMS
- b) Mediators handling a case that does not follow the mediation process, he/she will not call it mediation e.g. the traditional matrimony committees in our communities – they should not refer to the service they are providing as mediation.
- c) Mediators must ensure they carry themselves and act in a manner that is not detrimental to any party that is going through mediation nor behave in a manner which could bring the role of the CMS into disrepute.
- d) All Mediators will need to strictly adhere to Islamic rules of dressing and conduct. Further details can be sought from the mix gathering guidelines available on our website on [www.coej.org](http://www.coej.org)
- e) CMS has appointed a Coordinator who will be the point of contact and who will allocate participants to mediators. Mediators will need to keep the Coordinator informed of the outcome/status of the mediation at the end of the mediation process. More information is provided on the document titled “Functions of CMS Coordinator” available on our website
- f) The CMS Coordinator will be seeking feedback from participants at the end of the mediation.
- g) If a trained mediator is conducting a case outside the community (for the requirement of accreditation), the mediator will log the case with the coordinator and keep the coordinator informed of the outcome/status of the mediation at the end of every scheduled session.

## 4. Time frame of accreditation and beyond

- (a) All Mediators will have gone through a bespoke Programme of 6 days (40 hours) Foundation training to conduct marital mediation and mediation in general. Practical and written assessment is part of this training.
- (b) The process of enable a trained support mediator to become a lead mediator would be through Self-reflection and Peer Support: when the support mediator after taking participants through mediation feel they were ready; they would take feedback from their

co-mediator and express their readiness on their one to one supervision. It would be essential to verify competency which would be undertaken by the Supervisor.

- (c) CoEJ will be registering all trainee mediators with the College of Mediation under the CoEJ umbrella.
- (d) CoEJ has made provisions to insure all Trainee Mediators. Mediators providing voluntary services under CMS
- (e) Accredited mediators will be required to undertake at least 2 mediation cases a year, either pro-bono or at a nominal fee (plus costs). Trained Mediators will deposit a refundable retainer of One Hundred Pounds (£100) as a sign of commitment towards their accreditation. Trained members will then begin working towards their portfolio by co-mediating three to four cases. CoEJ will arrange supervision (PPC) Through LADR.

As part of CMS Mediators will be given appropriate support for which mediators will have access to one to one supervision as well as group supervision. Mediators will need to commit to attending these sessions.

One to one supervision: This will be 2 X 1-hour sessions per year

Group supervision: 2 X 1-day meeting per year

Trained Mediators have twelve to eighteen months to mediate three to four cases and write these cases in a portfolio. Any cases they undertake in this period need to be sent to the supervisor. This is part of the College's accreditation requirements.

Anyone who does not get accredited in three years will not be part of the CMS

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<b>Signed by CoEJ Mediator</b>	<b>Name</b>	<b>Date</b>