|  |  |  |  |
| --- | --- | --- | --- |
| **Applicant Name** |  | **Workplace Confirmation date**  |  |
| **Assessor Name**  |  |  **Workplace Supervisor Name** |  |

# Summary Outcome

|  |  |
| --- | --- |
| **Assessment Criterion** | **C/NYC** |
| **Determined and responded to Family Law Requirements including:**  |  |
|  | Used and followed systems, processes, documentation and reporting requirements  |
|  | Provided accurate and current information to clients about family law and available support options  |
|  | Identified areas outside own expertise and referred clients to legal advice and other professional resources where appropriate |
| **Responded appropriately to client needs and managed any legal and ethical dilemmas** |  |
| **Determined suitability for Dispute Resolution including:** |  |
|  | Made an assessment of the issues with the client |
|  | Used standard protocols to screen for the existence of safety and vulnerability issues that would affect the parties ability to negotiate freely in FDR |
|  | Supported party to articulate their concerns and consider their items for the agenda |
|  | Recognised possible impact and risk of the FDR process and made an informed judgement about the most appropriate approach and whether to proceed |
|  | Identified and explained the most appropriate approach for the clients circumstance |
| **Helped the client to prepare for Dispute Resolution including:** |  |
|  | Explained the FDR process to the client |
|  | Advised them of the FDRP’s role, obligations and limitations |
|  | Explained the limitations on confidentiality and obtained written agreement to participate |
|  **Demonstrated facilitation skills including:**  |  |
|  | Relationship skills including establishing trust and respect, encouraging client self-determination and remaining unbiased  |  |
|  | Interpersonal communication skills including establishing rapport, showing respect for individual differences, showing empathy and using active listening and questioning to avoid assumptions when clarifying information  |  |
|  | Spoke clearly, simply and effectively at the client’s communication and comprehension level |  |
|  | Critical thinking and content management skills including obtaining, identifying, analysing and prioritising information to assess issues and evaluate the client situation.  |  |
| Overall assessment outcome |  |

## Comments

|  |
| --- |
| Overall Comments |
| **Observations:** |
| **Minor:** |
| **Major:** |
| Additional Evidence of competence Required? |  |

Completed in the workplace – discussion with workplace supervisor / manager

**Date:**

**Supervising FDRP:**

**Email: Phone:**