

Code	FP.001
Title	Feedback Policy
Status	Active
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Approved by	Stuart Matthew Hanson
Date Approved	05.01.2026
Revision Number	Version 1.0
Date last amended	02.01.2026
Date of last review	02.01.2026
Date of next review	02.01.2027
Contact Officer	Stuart Hanson
Distribution Status	Controlled

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Civil and Commercial Professional Mediation Foundation Training Course

Feedback Policy

Course: IMI CMTP – Civil & Commercial Mediation

Scope

This policy applies to all students enrolled in IMI Civil and Commercial Certified Mediator Training Programme (CMTP) at Veritas Mediation Academy (VMA).

This policy also applies to:

- Trainers, coaches, and assessors
- Administrative and academic support staff
- Contractors, subject matter experts, and external contributors
- External verifiers, moderators, and reviewers

Purpose of the Policy

This policy sets out Veritas Mediation Academy's approach to collecting, analysing, and responding to feedback from students, trainers, assessors, staff, contractors, and external stakeholders. It ensures that feedback informs our commitment to continuous improvement in:

- teaching and learning
- mediation skills training and role-play facilitation
- assessment and IMI competency development
- administration and learner support
- inclusion, accessibility, and quality assurance

The policy is designed to meet IMI Civil & Commercial Certified Mediator Training Programme (CMTP) requirements for structured learner feedback, skills-development feedback, and continuous programme evaluation.

Aims of Feedback at VMA

- To ensure learners receive clear, developmental feedback on their mediation skills and performance, aligned with our IMI Competency Framework.
- To support reflective learning and skills growth throughout training.
- To gather timely, structured feedback at key points during and after the learner journey.
- To provide safe, accessible, and inclusive feedback channels for all participants.
- To use feedback to revise courses, assessments, delivery models, and support our systems.
- To embed a culture of continuous improvement and transparent quality assurance.

We recognise that feedback from all stakeholders contributes to the ongoing professional development of VMA trainers and assessors, ensuring continuous improvement in delivery, alignment with IMI standards, and a high-quality learner experience.

Feedback Channels

Feedback Source	Method	Timing
Students	Online feedback forms, surveys, 1:1 tutorials, reflective journals	End of each module, mid-course, and post-course
Teaching & Assessing Staff	Review meeting + anonymous form	Mid-course and end-of-course
Contractors	Anonymous digital form + optional meeting	Annually or post-project
Admin and Support Staff	Team meetings + online form	Quarterly
External Stakeholders	Focus groups, interviews, online form	Annually
External Moderators/Verifiers	Moderation and standardisation reports	Annually or per cohort

Mediation Skills Feedback

VMA provides structured, developmental feedback on trainee mediation performance in accordance with IMI CMTTP standards.

Skills-Based Feedback After Role Plays

After each major mediation simulation role play, trainee mediators will receive:

- verbal developmental feedback from the trainer/coach
- written or summary notes (where appropriate)
- guidance aligned with IMI Core Competencies, including:
 - communication and active listening
 - neutrality and impartiality
 - structuring the mediation process
 - managing emotion and conflict
 - generating options and supporting party autonomy
 - professional conduct and ethics

All feedback is delivered in a professional manner, respecting the dignity and learning needs of each trainee mediator. Trainee mediators will be asked for their consent before feedback is given within a group situation. Any trainee mediator may request a 1:1 feedback conversation if this is their preference.

Peer Feedback

Where peer feedback is used:

- trainee mediators will receive a clear structure such as SBI (Situation–Behaviour–Impact)
- feedback will focus on observable behaviours and the IMI competency framework
- feedback will be non-judgemental, developmental, and optional for SEND or wellbeing reasons

Self-Reflection

Following each significant role-play or skills exercise, trainee mediators are encouraged to complete a reflective learning activity linked to:

- IMI behavioural markers
- their growth areas
- their emerging mediation style

This reflection contributes to personal skills development and IMI readiness.

Assessed Role Play Feedback – End-point Assessment

(Also see Assessment Policy)

At VMA our feedback processes support the IMI requirement that trainees demonstrate competence through assessed performance linked to IMI standards. For summative assessments:

- trainee mediators are informed in advance which activities are assessed
- assessment criteria explicitly reflect IMI Core Competencies
- feedback is delivered in writing within an agreed assessment timeframe
- assessor decisions are subject to internal moderation and quality control
- trainee mediators will receive developmental guidance as part of their formal assessment feedback

This ensures that at VMA we approach assessment feedback with fairness, transparency, and alignment with IMI expectations. Learners may request clarification and, where permitted, appeal assessment decisions in line with VMA's Assessment Appeals Policy.

Moderation, Standardisation, and Quality Assurance

To ensure consistency among Veritas Mediation Academy Assessors:

- All assessors participate in standardisation meetings to ensure shared interpretation of the IMI Competency Framework and the requirements of the assessment criteria.
- External moderation or verification is conducted annually or per cohort.

- Feedback from assessors, moderators, and verifiers is reviewed to improve reliability and transparency in assessment.
- Action points are identified to support continuous improvement.

Moderation, standardisation and QA processes will be conducted in line with our VMA 'Guide to Standardisation and Moderation'.

Feedback Management Process

1. Collection
 - Online forms via Google Forms.
 - Collated monthly by the Quality & Learning Manager.
2. Review & Analysis
 - Quality & Compliance Team reviews feedback data.
 - Trends are analysed at quarterly Senior Management Team meetings.
3. Reporting
 - A summary report is created per course and also per quarter.
 - Specific issues or praise forwarded to relevant departments.
4. Response
 - If urgent, changes are made immediately (e.g., correcting broken links or missing resources).
 - Issues requiring development go into the Continuous Improvement Plan (CIP).
5. Continuous Improvement Plan
 - Logged actions include: what was raised, what was done, by whom, and by when.
 - Reviewed termly and reported in the annual Quality Review.
6. Communication of Results
 - 'You Said, We Did' updates posted to the student portal.
 - Annual report shared internally with all staff and contractors.

Course and Support Modification

Feedback may lead to:

- Rewriting or reordering course content.

- Updating learning resources or platform navigation.
- Providing additional training for staff or assessors.
- Revising assessment methods.
- Offering targeted tutorials or drop-in support.
- Addressing accessibility, pace, or inclusion gaps.

Timetable for Feedback Collection

Action	Frequency
Student Mid-Point Feedback Form	End of Knowledge and Understanding Teaching
End-of-Course Feedback Form (Student)	End of course
Tutor/Assessor Feedback Form	End of each student cohort
Admin/Support Team Feedback Form	End of each student cohort
Contractor Feedback Form / SME Reflection	End of each student cohort
Quality Team Review of All Feedback	Quarterly
Continuous Improvement Plan (CIP) Update	Ongoing throughout the year, formally published annually

Responsibilities

- Quality & Learning Manager with the Head of Quality & Learning – Oversees implementation, analysis, and reporting.
- Course Leads – Act on module-level feedback.
- Admin Team – Facilitate communication and follow-up.
- Teaching Staff – Respond to pedagogical and delivery concerns.
- Senior Management Team – Reviews the Continuous Improvement Plan and implements strategic changes.

Review of Policy

This policy will be reviewed annually, or sooner if required by:

- IMI updates

- regulatory changes
- feedback trends
- internal quality assurance findings



Feedback Forms (Draft Templates)

Student Module Feedback Form

Please complete this form honestly. Your feedback helps us improve our programmes, support, and services. Use the scale below to respond to the statements:

1 - Strongly Disagree | 2 - Disagree | 3 - Neutral | 4 - Agree | 5 - Strongly Agree

Additional space is provided for written comments.

Content & Structure

1. The module's objectives were clearly explained.

1 2 3 4 5

Comments: _____

2. The content aligned well with the learning outcomes.

1 2 3 4 5

Comments: _____

3. The pace of the module was appropriate for my learning.

1 2 3 4 5

Comments: _____

Learning Materials & Resources

4. The learning materials were accessible and inclusive.

1 2 3 4 5

Comments: _____

5. Case studies and examples were relevant and useful.

1 2 3 4 5

Comments: _____

Tutor Support

6. The tutor created a safe and inclusive environment.

1 2 3 4 5

Comments: _____

7. I felt supported by the tutor throughout this module.

1 2 3 4 5

Comments: _____

8. I had opportunities to ask questions and receive answers.

1 2 3 4 5

Comments: _____

Open Feedback

9. What could we improve in this module?

Comments: _____

10. What did you find most valuable?

Comments: _____

The admin/student support were helpful and supported me.

1 2 3 4 5

Comments: _____

End-of-Course Feedback Form

Please complete this form honestly. Your feedback helps us improve our programmes, support, and services. Use the scale below to respond to the statements:

1 - Strongly Disagree | 2 - Disagree | 3 - Neutral | 4 - Agree | 5 - Strongly Agree

Additional space is provided for written comments.

Overall Experience

1. I am satisfied with my overall learning experience.

1 2 3 4 5

Comments: _____

2. I would recommend this course to others.

1 2 3 4 5

Comments: _____

Learning & Application

3. The course content was relevant to my mediation practice.

1 2 3 4 5

Comments: _____

4. I feel confident applying what I've learned in practice.

1 2 3 4 5

Comments: _____

5. Assessment expectations were clear throughout.

1 2 3 4 5

Comments: _____

6. Additional learning needs (if any) were met appropriately.

1 2 3 4 5

Comments: _____

Reflective Feedback

7. What have been the highlights of your learning journey?

Comments: _____

8. What would you have liked to spend more time on?

Comments: _____



Tutor/Assessor Feedback Form

Please complete this form honestly. Your feedback helps us improve our programmes, support, and services. Use the scale below to respond to the statements:

1 - Strongly Disagree | 2 - Disagree | 3 - Neutral | 4 - Agree | 5 - Strongly Agree

Additional space is provided for written comments.

Course & Learner Experience

1. The course content effectively supports learner development.

1 2 3 4 5

Comments: _____

2. The learning resources were appropriate and easy to use.

1 2 3 4 5

Comments: _____

3. Assessment practices were appropriate and fair.

1 2 3 4 5

Comments: _____

Support & Delivery

4. I was supported adequately by admin and student services.

1 2 3 4 5

Comments: _____

5. Communication from senior staff was timely and clear.

1 2 3 4 5

Comments: _____

6. I have the tools and resources I need to deliver effectively.

1 2 3 4 5

Comments: _____

Suggestions for Improvement

7. Do you have suggestions for improving the delivery model?

Comments: _____



Admin/Support Team Feedback Form

Please complete this form honestly. Your feedback helps us improve our programmes, support, and services.

Additional space is provided for written comments.

Operational Effectiveness

1. Communication and escalation routes are working well.

Comments: _____

2. I understand how my role contributes to learner experience.

Comments: _____

Service Improvement

3. What's working well in the delivery and support process?

Comments: _____

4. Where do you encounter repeated issues?

Comments: _____

5. What suggestions do you have for improving collaboration across teams?

Comments: _____

6. What training or resources would help you perform your role better?

Comments: _____

Contractor Feedback Form

Please complete this form honestly. Your feedback helps us improve our programmes, support, and services. Use the scale below to respond to the statements:

1 - Strongly Disagree | 2 - Disagree | 3 - Neutral | 4 - Agree | 5 - Strongly Agree

Additional space is provided for written comments.

Role & Collaboration

1. My role and deliverables were clearly communicated.

1 2 3 4 5

Comments: _____

2. The timeline and expectations were realistic and appropriate.

1 2 3 4 5

Comments: _____

3. I felt supported by the Academy team throughout.

1 2 3 4 5

Comments: _____

Reflections

4. How well did Veritas' values align with your experience on this project?

Comments: _____

5. Any feedback on course content or process?

Comments: _____