

Mediation – considerations in devising tasks and assessments

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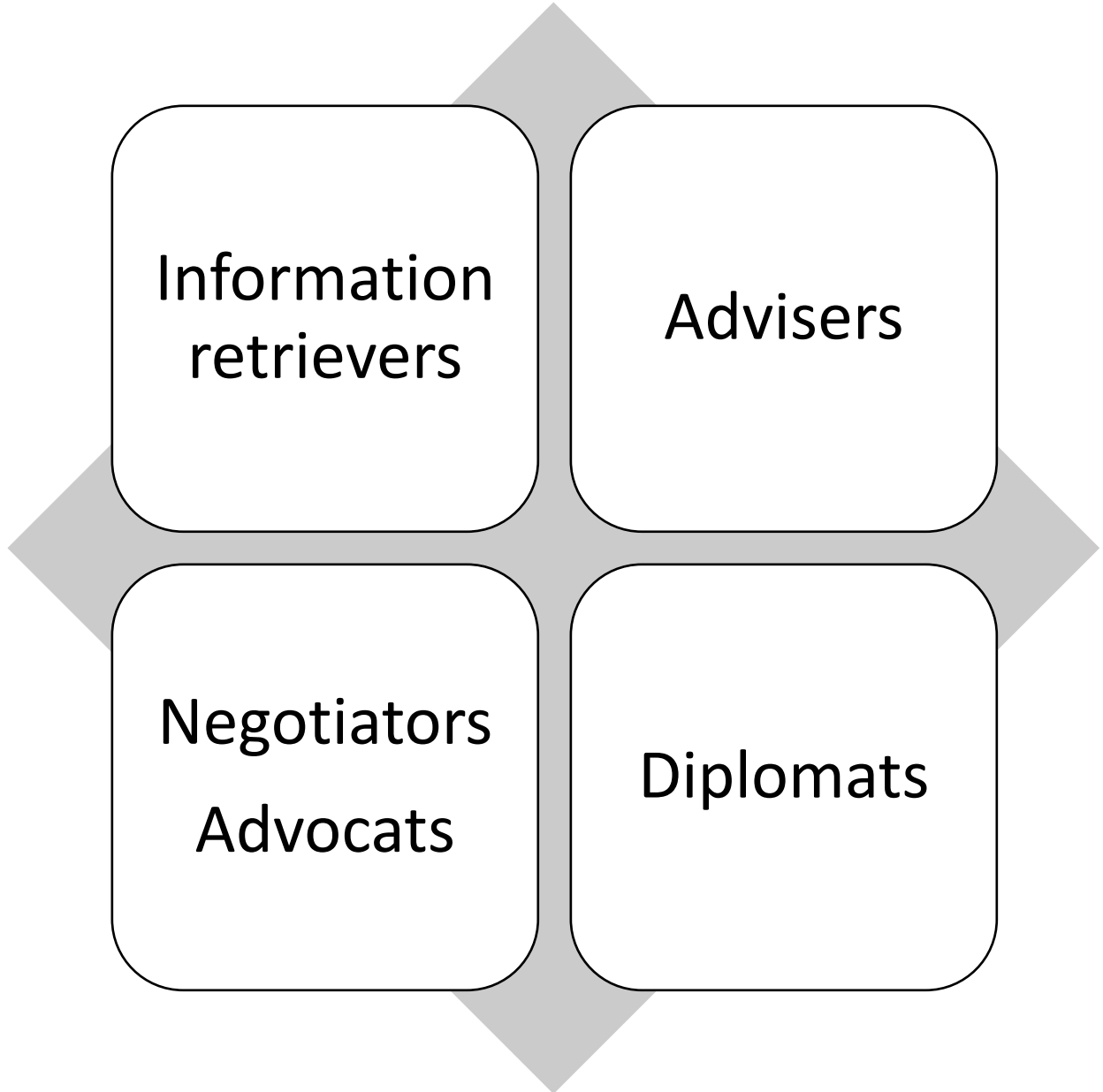
2 examples

MODLEB
examinations

**MA International
Liaison and
Communication**



Ministry of Defence Languages Examinations Board (MODLEB)



- Listen and summarise
- Read and respond following instruction

MLA Speaking

Section 1

GUIDED SPEECH

Section 2

INFORMATION RETRIEVAL

Section 3

PRESENT AND JUSTIFY

Section 4

SITUATIONAL INTERPRETING

Information Retrieval

- Candidate is in control of the interaction.
- Candidate uses all appropriate strategies to obtain as much information as possible.
- Examiner must only supply information as appropriate to candidate questioning.

Your unit has been helping with the monitoring and security arrangements of elections. You have been working with the national army. You have been asked to speak with a member of the local forces following an incident report.

There were some disturbances in the area monitored by the National army. We don't know exactly what happened.

Incidents took place at a polling stations.

Fighting broke out

Shots fired Some civilians died and some in hospital

Please meet with the representative of the national army. Confirm:

- The information given
- Any specific causes of the incident
- Any general, underlying causes of the incident
- Any specific or general implications or consequences of the incident

Set 1 Confirming and modifying candidate's information

Two polling stations were attacked

Fighting broke out

Shots fired, 4 civilians dead; civilians and soldiers in hospital

Set 2 specific causes & detailed information

Local people suspected there had been vote rigging. People were waiting a long time outside the polling stations in the heat and then the stations were going to close.

Your soldiers opened tried to stop them occupying the polling stations

They opened fire

Fired above the crowd

None of the people who died or were injured were shot

Soldiers took the ballot boxes away for safe keeping

Set 3 General causes

National Army Soldiers are not partisan – carried out their job.

Problems caused by opposition leaders spreading rumours to incite violence

Lack of enough local helpers at polling stations meant that people had to wait and the whole atmosphere got tense

Set 4 Possible consequences

It will depend on what the observers say. Re-running would be a bad idea – boxes are safe.

Danger of elections being annulled. This will only help the opposition raise militia because the govt won't have kept its promise

Worry about escalation of conflict

Scoring

- Number of points retained?
- Interaction strategies?
- Proactive range of retrieval techniques?
- Linguistic accuracy?
- Vocabulary range?
- Cultural appropriateness?

MA International Liaison and Communication



Linguistic Competence 20%	Fluency Register Subject appropriateness
Facilitation Skills 35%	information transfer. application of reframing and active listening techniques. knowledge of cultural and procedural aspects. gate-keeping.
Task Achievement 35%	Time management interaction management. Desired outcome fully achieved for both parties.
Presentation 10%	Engaging and confident performance conveying speakers' emotions and intentions. voice projection and body language.



- Content and organization
- Style of delivery
- Language use
- Visual support
- Q&A
- Density; clarity; coherence; argumentation
- Engagement; comfortability; pace
- Resonance in both languages
- Text density
- Managing scenario

Challenges

- Logistics
- Examiner training
- Standardisation
- Cost