



Service learning

ECA: Maastricht Mediation Clinic

This activity offers students real-life experiences in assisting disputing parties in reaching a mutually agreeable resolution. Students conduct actual mediations guided by professional mediators at Trajekt (Jongeren en Studentenbuurtbemiddeling).

Activity type

Volunteering

Activity duration/study load

Students are expected to stay on for one or two years. Workload depends on the caseload at Trajekt.

Intended learning outcomes

- acquire practical dispute resolution techniques and mediation skills;
- experience actual dispute mediation involving real clients;
- learn to serve the community at large by offering pro bono mediation sessions.

GCEd elements

Moral/ethical reasoning, (glocal) participatory action, change agency, conflict resolution, personal responsibility, upstander skills, active listening, intercultural communication, respect, fairness, empathy, humility, courage.

Teacher preparation

Connect with local community providers that experience real-life disputes and a need for mediation. The teacher liaises with the community and organises events (guest speakers, conferences) to enhance this initiative.

Student preparation

Student mediators have to prepare for interviews, CV reviews, and role playing scenarios as part of an initial selection process.

Flow

Students are assessed on their CV, an interview and roleplaying scenario, and then take a 2-day course on mediation. After passing a test on the topic, students take on dispute and mediation cases. They learn about mediation while handling the case with a professional mediator. Clinical education further depends on the live-client or other real-life practice that a community offers.

