

**A RESOLVE: ASL mediator is a trained, independent, neutral third party who can:**

- Assist services and families to resolve conflict
- Explore and encourage mutual understanding,
- Restore and repair communication
- Assist the parties to explore options and arrive at outcomes/agreements themselves
- Re-establish trust and focus on the way forward
- Establish a basis for effective future parent/school/authority partnerships
- **A Resolve Mediator does not make decisions or recommend solutions**

Conflict is inevitable,  
but it need not produce negative results

**RESOLVE: ASL -  
Scotland's independent additional  
support for learning mediation service**

- **Resolving disagreements**
- **Building trust**
- **Restoring communication**

Children in Scotland is the national agency for organisations and professionals working with and for children, young people and their families. Our goal is to help Scotland become an even better nation in which to be a child and to raise children. In addition to extensive membership across Scotland, we have links with similar national agencies in other parts of the UK and the European Union.



*Children*  
IN SCOTLAND  
CIANN AN ALBA  
amhaigh na h-èidean agus na daoine

RESOLVE:ASL is managed by Children in Scotland

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RESOLVE:ASL

Scotland's independent Additional Support  
for Learning mediation service



**A child centred approach to  
resolving conflict in education**



## **RESOLVE: ASL - National Mediation Service for Local Authorities in Scotland**

**RESOLVE: ASL** based within Children in Scotland, is a service offering local authorities a fully independent means to resolve disputes with parents/carers of children and young people with additional support needs.

The Education (Additional Support for Learning)(Scotland) Act 2004 places duties on local authorities to provide access to **independent mediation** to aim to resolve disagreements between parents/carers and the authority and/or schools regarding children and young people with additional support needs.

**RESOLVE: ASL** was established to assist local authorities to meet the requirements of the Additional Support for Learning Act. The service is based on the principles, policies and practice standards proven to be effective within Scotland's education sector.

**RESOLVE: ASL** adheres to Scottish Mediation Service Quality Standards and Scottish Mediation Network Standards.

Mediation can be arranged very quickly and is much less costly (emotionally and financially) than other kinds of dispute resolution.

### **We offer:**

- A fully trained, experienced and supported network of mediators
- Administration of all casework
- Neutral venues
- Training opportunities
- Consultancy services
- Information on legislative requirements and good practice

### **Training options for staff, parents and young people includes:**

- Conflict resolutions skills
- Communication skills
- Interpersonal skills
- Partnership working
- Managing meetings
- Specific ASL topics
- Curricular topics

We can also develop and tailor training sessions, interactive workshops and seminars to meet the needs of local areas.

**RESOLVE: ASL**, training and consultative services are delivered by highly professional and experienced trainers who are from educational and/or child centred backgrounds.

**RESOLVE: ASL** Mediation Service and training opportunities provide a fully independent, high quality and readily accessible service to local authorities on a service level agreement basis.

**RESOLVE: ASL** promotes:

- A child centred approach to resolving disputes and conflict around additional support issues
- A strong emphasis on building trust and understanding to promote effective parent/professional partnerships
- Continuing learning opportunities for all regarding honest, open and positive communication skills

To find out more about **RESOLVE: ASL**, or for information on costs of service options, please contact:

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**Scotland's Independent Service with a child centered approach to resolving conflict in education.**