



Accredited Mediator

National Mediator Accreditation Scheme
CHCSS00110 Mediation Skillset

Course Outline

Thank you for your interest in the **Accredited Mediator training course!**

This program outline is designed to provide you with detailed course information to support making a decision about whether this course is the most suitable and appropriate for your career goals and individual needs.

Course Details

There is an increasing use of mediation and other forms of alternative dispute resolution in Australia.

A mediation process is a process in which the participants, with the support of the mediator, identify issues, develop options, consider alternatives and make decisions about future actions and outcomes. The mediator acts as a third party to support participants to reach their own decision.

Mediators do not advise upon, evaluate or determine disputes. They assist in managing the process of dispute and conflict resolution whereby the participants agree upon the outcomes, when appropriate.

The Accredited Mediator course meets the requirements of the Australian National Mediator Accreditation System (NMAS).

Target Students

The mediation program is designed primarily for those wishing to further develop their mediation and conflict resolution skills and ultimately become an Accredited Mediator under NMAS.

Individuals may come from a range of sectors including the community sector, managers and executives, human resource professionals, lawyers and accountants, health care and education professionals.

Location

Delivery in all student modes for this course is managed from Better Place Australia's main office located at Level 1, 16 Park Road, Cheltenham Vic 3192.

Workplace supported students, including those on work placements, will have a component of the course delivery conducted onsite.

Course Duration & Timelines

Workshop and self-study modes over a five-day program with a flexible delivery approach. The initial two days of the course is via self-study, with a comprehensive Learning Guide provided to participants to prepare them for the three-day skills workshop.

Learning Outcomes

At the end of the course participants will have the professional skills to:

- Understand and apply the professional standards of mediation within dispute resolution in employment and consulting environments;
- Apply mediation to a range of disputes;
- Gather and analyse information about and define disputes;
- Liaise with and assess the readiness and commitment of individuals to participate;
- Establish protocols, manage communication and interactions;
- Support problem-solving and negotiation.
- Assess the level of and reality test agreements;
- Provide information and referral; and
- Document and communicate outcomes including mediation agreements.

The course provides extensive background information on mediation via pre-reading and course participation, with workshop days focusing on the practical resolution of a wide range of disputes, using scenarios of varying levels of complexity across a wide range of dispute types.

Pathways for Students

Training Pathways

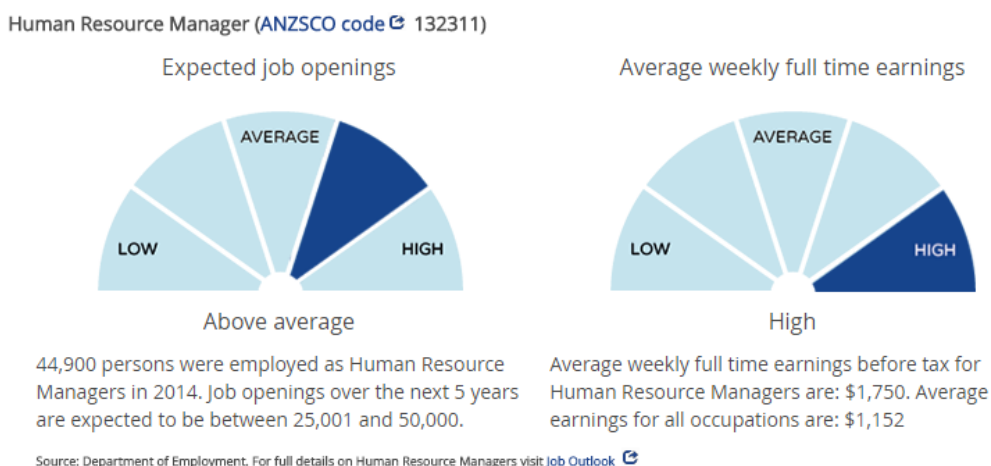
Students entering the course must meet the course entry requirements and Better Place Australia. Admission requirements as outlined below. This includes several training pathways possible for course entry.

Employment Pathways

People who undertake mediation training vary to the extent that they use expanded mediation skills within their current or future roles, or find opportunities as a mediator. Some may find salaried roles within government or not for profit agencies. Others use their professional networks to build private mediation consultancy businesses, which may include offering other related professional services. Others pursue further academic studies and careers, or use their mediation skills in roles such as working in human resources.

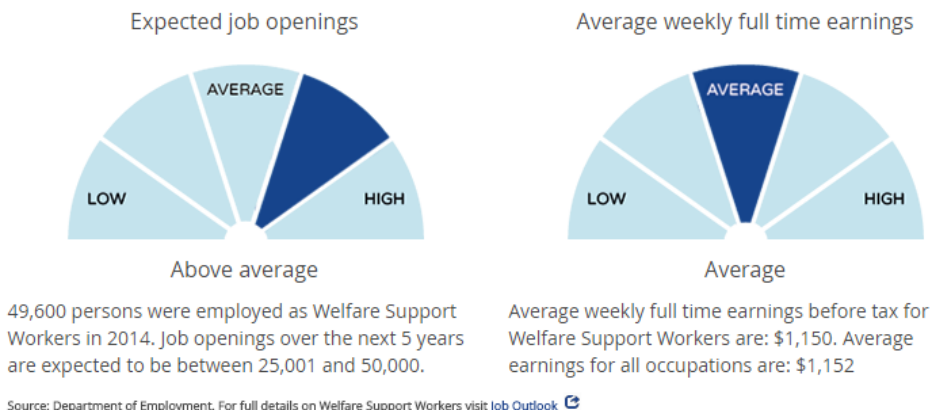
As with many areas of study, it is very dependent on the individual - on their expectations, skills, flexibility, entrepreneurship and opportunities.

In the **human resources and workplace relations** area, mediation may assist in undertaking negotiations on terms and conditions of employment, examining and resolving disputes and grievances. ABS Job Outlook indicates moderate future employment growth for the next five years with above average job openings in the area.



In the **community and welfare support** area, mediation may assist individuals, families and groups to solve social, emotional and financial problems. ABS Job Outlook indicates very strong future employment growth for the next five years with above average job openings in the area.

Family Support Worker (ANZSCO code 411713)



Accreditation Requirements

This Better Place Australia Accredited Mediator training, plus successful completion of the NMAS mediation assessment, meets the requirements of NMAS to be confirmed as an Accredited Mediator.

The requirements for individual mediator accreditation are set out in NMAS and include:

- Completing the mediation training course of a minimum of 38 hours with a provider such as Better Place Australia whose course meets the training standards;
- Undertake a mediation scenario assessment of at least 1.5 hours in length; and
- Apply to a Recognised Mediator Accrediting Body (RMAB) for accreditation, providing evidence of the above training, assessment as competent, good character references, professional indemnity insurance and undertakings to comply with the Standards.

For further information please refer to www.mediation.com.au/accredited-mediators

NMAS Accredited Mediator Assessment

Graduates of this course may undertake formal NMAS accreditation with Better Place Australia, under Better Place Australia’s RMAB status with the Mediator Standards Board (MSB), or may select an alternate RMAB.

The NMAS Accredited Mediator assessment requires individuals to demonstrate their skills to an assessor. This assessment with Better Place Australia’s RMAB has an additional assessment fee of **\$440** including GST.

Individuals should note that Accredited Mediators also must pay initial and ongoing membership fees as a component of their accreditation. These fees are collected by RMAB’s and paid to the MSB. Please contact Better Place Australia for further information.

Fees

The standard course tuition fee is **\$2200** including GST. The course fee includes all course resources required.

Course Delivery Schedule

NMAS Accredited Mediator

The schedule may vary but the student contact time is maintained.

Stage	To be delivered/ assessed
Pre-Reading	Completion of Pre-Reading Pack and initial knowledge assessments
Workshops	Attendance at three practical workshop days
Final assessment	Completion of scenario projects Completion of observation assessment

Next Steps!

Thank you again for your interest in the Accredited Mediator course.

Please contact Better Place Australia Assist team on 03 9556 5333 or training@betterplace.com.au to commence the application process!



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betterplaceaustralia.com.au

