



Australian Government

CHCMED003 Consolidate and conclude mediation

Release: 1

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Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant change to knowledge evidence.</p> <p>Supersedes CHCMED416C</p>

Application

This unit describes the skills and knowledge required to assess the level of agreement reached, provide information for future action or referral, and document the mediation outcome.

This unit applies to mediation work in a range of community service contexts. Mediators use specialised knowledge, critical thinking and communication skills. They apply discretion and judgement within established organisation procedures.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

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|----------------------------------|--|
| 1. Assess the level of agreement | 1.1 Assess when agreement has been reached or when it is not possible based on progress of mediation

1.2 Support participants in reaching agreement across the final impasses and gaps using negotiation and problem-solving skills

1.3 Confirm clarity of participants' understanding of any agreement and their roles and responsibilities |
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ELEMENT**PERFORMANCE CRITERIA**

2. Provide information and referral

2.1 Discuss information on further dispute resolution options if agreement is not reached

2.2 Outline the options for legal advice as one way of managing any lack of agreement

2.3 Apply case management guidelines with participants according to the specific case

3. Document and communicate outcome

3.1 Accurately record agreements and outstanding issues according to organisation procedures

3.2 Agree on process to communicate the outcome of the mediation to third participants

3.3 Specify actions to support implementation of the mediation and seek agreement between all participants to the dispute

3.4 Ensure mediation outcomes reflect shared responsibility and short/long term and contingency plans

4. Evaluate mediation

4.1 Identify and reflect on areas of strength and challenge in the mediation process

4.2 Reflect on and review own role as mediator

4.3 Use learning from evaluation to inform future practice

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4fle53>

