



Australian Government

Assessment Requirements for BSBHRM510 Manage mediation processes

Release: 1

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Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

Performance Evidence

Evidence of the ability to:

- develop, review and disseminate guidelines for mediation
- use effective techniques in the mediation of workplace issues
- reflect on mediation processes and identify improvements
- identify skill gaps in mediation personnel and organise appropriate training.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe various mediation models
- explain the core components of mediation training for personnel
- summarise relevant organisational frameworks
- outline interviewing techniques
- discuss the benefits of successful mediation processes in the workplace.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce development – human resource development field of work and include access to:

- an appropriate range of documentation and resources normally used in the workplace
- relevant organisational policies and procedures
- relevant legislation, regulations and codes of practice
- business technology
- interaction with others

- case studies and, where possible, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>