



Australian Government

Assessment Requirements for CHCMED002 Facilitate 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>Merged CHCMED413B/CHCMED414A/CHCMED415A.</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>

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- facilitated at least 5 different mediations with clients with varying circumstances and types of dispute, with at least 1 co-mediation
- used and adapted the following communication techniques to meet the needs of different clients during the mediation process:
 - active listening
 - open ended questioning
 - direct questioning
 - appropriate body language
 - paraphrasing
 - reflecting
 - reframing
 - summarising
 - negotiation
 - problem-solving
 - conflict resolution
 - rapport-building
 - minimally obtrusive verbal and non-verbal behaviours to manage interruptions.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- legal and ethical considerations for mediation, and how these are applied in organisations and individual practice:
 - bias
 - codes of conduct
 - conflicts of interest
 - discrimination
 - duty of care
 - human rights
 - privacy, confidentiality and disclosure
 - records management
 - rights and responsibilities of workers, employers and clients
 - specific legislation that affects mediation, including:
 - freedom of information
 - types of court orders or other legal parameters that may impact
 - work role boundaries – responsibilities and limitations of the mediator and the roles and functions of support persons, lawyers and other professionals
 - work health and safety
- types of dispute that present for mediation in the relevant work context
- principles and functions of the facilitation stage of mediation, including:
 - identification, clarification and exploration of interests, issues and underlying needs
 - consideration of alternatives
 - generation and evaluation of options
 - problem-solving and negotiation
 - relationship between the facilitation stage and other stages of mediation
- the nature of conflict, including the dynamics of power and violence
- communication patterns in conflict and negotiation
- negotiation dynamics in mediation, including manipulative and intimidating tactics
- mediation processes and methods, including:
 - overall management and conduct of a dispute resolution process
 - stages of a mediation process, and how they can be used most effectively
 - recognition of when process is not being effective
 - how to ensure fairness within procedure
 - criteria for exercising discretion on procedural matters
 - techniques for enabling participants to consider all relevant information and work towards their own decisions
 - limitations of mediation

- role and use of private sessions
- how to manage the appropriate involvement of others in the mediation
- the facilitation stage of the mediation process and the techniques used to maximise positive interactions
- diverse perspectives for mediation and how these may interact with, and impact on the mediation, including:
 - attitudes of members within a family
 - variations on the agreed norms and range of behaviours
 - culture in relation to problem-solving and dispute resolution
 - culture in relation to negotiation, concessions and compromise
 - variations in relation to written, spoken and non-verbal communication
 - attitudes towards physical space, venue and time
 - attitudes towards the role of outsiders in dispute resolution
 - attitudes in relation to the role of law, the courts, lawyers and professional advisers
- own strengths and limitations in handling the mediation process, and the boundaries of one's role
- own interpersonal communication style and the effect it has on others
- own personal responses to conflict and high emotion and potential impact on mediation process
- communication techniques, including:
 - active listening
 - open ended questioning
 - direct questioning
 - appropriate body language
 - paraphrasing
 - reflecting
 - reframing
 - summarising
 - negotiation
 - problem-solving
 - conflict resolution
 - rapport-building
 - minimally obtrusive verbal and non-verbal behaviours to manage interruptions.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - dispute information and information about the parties involved
 - organisation policies and procedures

- modelling of industry operating conditions, including:
 - scenarios that allow for complex interactions with others
 - scenarios that involve problem-solving.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

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