



**Australian Government**

# **CHCMED002 Facilitate mediation**

**Release: 1**

## CHCMED002 Facilitate mediation

### 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>

### Application

This unit describes the skills and knowledge required to facilitate and maintain the flow of the mediation process to achieve the best possible outcome for all participants.

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.*

1. Establish communication protocols

- 1.1 Identify the communication needs of all stakeholders based on review of information and preparation processes
- 1.2 Confirm the ground rules for the mediation process with all participants/co-mediators
- 1.3 Comply with statutory and procedural requirements

2. Define the dispute

- 2.1 Involve participants in identifying and defining the dispute based on review of information and preparation

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
	processes
	2.2 Establish common ground between the participants
	2.3 Describe the dispute using appropriate terms
	2.4 Define the dispute in terms of interests where appropriate
	2.5 Order, differentiate and prioritise issues in collaboration with the participants and confirm understanding
3. Manage communication and interactions	3.1 Model ethical practice, maintain impartiality and sustain fairness for all participants involved in the process
	3.2 Select and use communication techniques suited to participants to facilitate positive interactions and progress towards agreement
	3.3 Provide sufficient time for each party's interests and views to be identified and explored and acknowledge participants' feelings, concerns and views
	3.4 Encourage participants to describe their understanding of others' statements about feelings, needs and ideas
	3.5 Use conflict resolution techniques to identify and respond to potential and actual conflicts
	3.6 Regularly check participants' understanding of the proceedings and adapt processes according to specific needs
4. Support problem-solving and negotiation	4.1 Assist participants to prepare for problem-solving and negotiation
	4.2 Manage co-mediation appropriately with all participants to the dispute
	4.3 Support participants to identify options for decision-making
	4.4 Acknowledge creative and inventive problem-solving strategies
	4.5 Provide participants with opportunity to reflect on any agreement or seek other advice when appropriate
	4.6 Assist participants to identify agreements and

**ELEMENT****PERFORMANCE CRITERIA**

decisions made, and future action required

4.7 Recognise when mediation is not being effective and take action according to organisation protocols

**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-bd22cc4f1e53>