



Australian Government

CHCMED004 Prepare for mediation

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to confirm the mediation, gather and analyse information, work with participants and make practical arrangements to allow the mediation to commence.

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 or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Mediation

Unit Sector

Community Services

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Confirm the mediation with participants.

PERFORMANCE CRITERIA

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

- 1.1. Review existing information to assess and confirm the suitability of the dispute for mediation.
- 1.2. Provide accurate and relevant information about the mediation processes available.
- 1.3. Identify specific needs for co-mediators and others to be involved in the process.
- 1.4. Clarify and confirm roles of co-mediators and others

- involved in the process.
- 1.5. Verify that all participants to the mediation understand the sequential steps of the process.
 - 1.6. Provide clear and accurate information on roles, responsibilities and limitations of individuals and organisations involved.
 - 1.7. Outline the boundaries of confidentiality and privacy to participants.
2. Gather and analyse information about the dispute.
 - 2.1. Identify required information to mediate the dispute.
 - 2.2. Assist and encourage participants to identify and exchange relevant information.
 - 2.3. Identify gaps in information and communicate with participants and others involved.
 - 2.4. Provide information to assist participants seek professional support to gain information required.
 - 2.5. Analyse issues and risks presented prior to the mediation to assess most suitable case management options.
 - 2.6. Clarify the need to seek advice on legal, ethical and factual complexities of the matter.
3. Assess readiness and commitment to participate.
 - 3.1. Clarify expectations of participants and assess willingness to commit to process of negotiation and mediation.
 - 3.2. Assess power differentials between participants based on dispute information and own observations.
 - 3.3. Assess cultural perspectives that may affect the mediation process.
 - 3.4. Use security and safety guidelines according to legislative requirements and organisational policies and procedures.
 - 3.5. Review the intake process, compare with own assessment and respond to situations requiring referral to other internal and external services.
4. Prepare venue and resources for mediation.
 - 4.1. Prepare venue according to participant needs.
 - 4.2. Identify and respond to language to accommodate specific needs of the participants.
 - 4.3. Engage the services of others according to organisation guidelines.
 - 4.4. Organise equipment, tools and any other resources required to support mediation process.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance

criteria are listed here, along with a brief context statement.

SKILLS**DESCRIPTION**

- | | |
|-------------------------------|---|
| Writing skills to: | • complete familiar forms. |
| Oral communication skills to: | • listen to understand needs of others. |

Unit Mapping Information

Supersedes and is equivalent to CHCMED001 Prepare for mediation.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>